



HICHEM LEZGHED

Sales & Customer service

SUMMARY

Results-driven Sales Executive with around 3 years of experience in high-growth industries, including telecommunications at Ooredoo and logistics at Aramex/DHL. Proven track record in client acquisition, strategic negotiation, and achieving revenue targets. Leveraging a Master's degree in Civil Engineering to bring a structured, analytical, and technical approach to complex sales challenges. A proactive Qatar Resident, ready to drive immediate business success.

CONTACT

Address: Doha – Qatar

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Visa status: Qatar resident |

Transferable QID with NOC

Availability: Immediate Start

SKILLS

- Relationship building
- Inventory & Stock management
- Adaptability
- Market analysis
- Teamwork
- Lead generation & Follow-up

LANGUAGES

- English - Fluently
- Arabic - Native
- French – Fluently

EDUCATION

- Bachelor's degree in Civil Engineering
University of Skikda - Nov. 2021.
- Master's degree in Civil Engineering
University of Skikda – July 2023.

WORK EXPERIENCE

Feb 2025 – Dec 2025 Customer Service

Representative | Ooredoo – Algiers, Algeria

- Handled customer inquiries and provided clear information about offers and services.
- Resolved technical issues and supported customers with mobile and internet services.
- Processed payments, activations, and service modifications accurately.

Jul 2024 – Dec 2024 Area Sales Executive | Aramex / DHL – Algiers, Algeria

- Skilled in client acquisition, account management, and building strong business relationships.
- Achieved sales targets through strategic planning, negotiation, and excellent communication skills.
- Resolved guest issues to ensure a smooth visitor experience.

Sep 2023 – Jun 2024 Sales representative | Adidas – Algiers, Algeria

- Assisted customers in selecting products, providing detailed knowledge to support informed purchases.
- Assisted clients in selecting products, increasing sales, and enhancing the shopping experience.
- Developed strong client relationships and contributed to achieving store sales targets.