



MOUMEN FAOUZI

Customer service
& Sales



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EDUCATION

High School of languages

Sonatrach High school
2019-2022

technician Diploma
Tourism Institute
2023-2025

EXPERTISE

- Communication Skills
- Teamwork
- Upselling & Cross-selling
- ADAPTABILITY
- POS Systems (Point of Sale)
- Problem Solving

LANGUAGE

- English
- Arabic
- French

PROFILE

Dynamic sales and customer service associate with hands-on experience at Pull & Bear and Kiabi. Proven ability to engage customers, increase sales, and provide excellent service. Adaptable, reliable, and committed to delivering a high-quality customer experience.

WORK EXPERIENCE

Customer service & sales

2023-2025

PULL&BEAR - Garden City Algiers

Assisted customers in finding products and provided exceptional service to enhance the shopping experience.

Managed sales transactions, returns, and exchanges efficiently Collaborated with team members to achieve daily and monthly sales targets Ensured product displays were organized and visually appealing Handled customer inquiries and resolved issues promptly to maintain satisfaction

Sales Assistant-Kiabi Algiers

2025-2026

- Assisted customers in finding products and provided personalized service
- Maintained store organization and visual merchandising standards
- Handled cashier duties and processed payments
- Supported sales targets by promoting products and upselling
- Managed stock replenishment and inventory control
- Worked effectively within a team in a fast-paced retail environment