



OMAR OUCHAOU

Address: Al Jabha Street, building 12, Al waab, Doha.

Phone: +974 71003322

Email: omar.ouchaou63@gmail.com

SUMMARY

Results-driven Sales and Account Management professional with over 10 years of experience in sales leadership, business development, account management, customer relationship management, and retail operations. Proven ability to drive revenue growth, exceed sales targets, develop strategic client relationships, and lead high-performing teams. Experienced in managing key accounts, implementing sales strategies, forecasting market trends, and delivering exceptional customer service. Strong commercial acumen combined with excellent leadership, communication, and negotiation skills.

WORK EXPERIENCE

Diamond Professional Trading & Contracting (Account Manager)

Aug 2025 - Present

- Managed and developed relationships with key clients, serving as the primary point of contact for all account-related matters.
- Built strong, long-term partnerships to maximize customer satisfaction, retention, and revenue growth.
- Identified opportunities for upselling, cross-selling, and business expansion within existing accounts.
- Coordinated with internal teams to ensure timely delivery of products and services according to client requirements.
- Conducted regular client meetings to review performance, address concerns, and identify new business opportunities.
- Negotiated contracts, renewals, pricing agreements, and service terms.
- Monitored account performance and ensured achievement of sales targets and key performance indicators (KPIs).
- Prepared account reports, sales forecasts, and business reviews for management and clients.
- Resolved customer issues efficiently while maintaining a high level of professionalism and customer satisfaction.
- Developed strategic account plans to support business growth and strengthen client relationships.

Sama Building Material (Assistant Sales Manager)

Jun 2024 - Aug 2025

- Develop and execute sales strategies to achieve revenue and profitability targets.
- Analyze market trends, competitor activities, and customer requirements to identify growth opportunities.
- Establish annual sales objectives, forecasts, and performance targets.
- Lead, coach, and motivate the sales team to maximize productivity and achieve monthly targets.
- Monitor sales performance and implement corrective actions where necessary.
- Strengthen customer relationships through regular engagement and needs assessment.
- Identify and develop new business opportunities and emerging markets.
- Support distribution partners and key accounts throughout the sales cycle.
- Prepare sales reports, market analysis, and performance reviews for management.
- Maintain accurate customer records and sales documentation.
- Drive continuous improvement initiatives to enhance customer satisfaction and sales effectiveness.

Nehmeh Corporation (Account Manager)**May 2021 - May 2024**

- Managed a portfolio of key customer accounts and served as the primary point of contact.
- Built and maintained long-term client relationships, resulting in increased customer retention.
- Identified opportunities for account growth through upselling and cross-selling initiatives.
- Collaborated with internal teams to ensure customer expectations and KPIs were consistently met.
- Managed contract renewals, customer negotiations, and service agreements.
- Generated account performance reports and business reviews for senior management.
- Resolved customer issues promptly, ensuring high levels of client satisfaction.

Nehmeh Corporation (Showroom In-charge)**Feb 2019 - Apr 2021**

- Managed daily showroom operations while ensuring compliance with company policies and government regulations.
- Increased showroom profitability through customer acquisition and sales growth initiatives.
- Supervised inventory management, stock reconciliation, and loss prevention activities.
- Trained and mentored sales staff on product knowledge, sales techniques, and customer service standards.
- Prepared daily, weekly, and monthly sales reports for management review.
- Conducted team performance evaluations and supported employee development programs.
- Managed cash handling, POS transactions, and financial reporting activities.

Brandt Spa Algerie (Showroom Manager)**Oct 2014 - Sep 2018**

- Managed the daily operations of a premium home appliance showroom representing the French brand BRANDT.
- Led and developed a sales team that achieved a 10% sales increase within the first six months.
- Consistently exceeded monthly sales targets by an average of 30% over four consecutive years.
- Secured more than 20 new business contracts, contributing significantly to company growth.
- Oversaw merchandising, inventory control, cash management, and banking activities.
- Maintained high showroom presentation standards and customer service excellence.

Sarl Laga Store (Showroom Manager)**Dec 2012 - Sep 2014**

- Managed day-to-day showroom operations and customer service activities.
- Assisted customers with product selection and purchasing decisions.
- Supervised inventory replenishment, stock control, and delivery coordination.
- Managed financial transactions and cash handling processes.
- Maintained showroom standards, cleanliness, and operational efficiency.
- Supported employee training and continuous improvement initiatives.

EDUCATION

Bachelor Degree in English Language**Aug 2012**

Mouloud Maameri University, Algeria

SPOKEN LANGUAGES

English : Fluent

French : Fluent

Arabic : Native