

HAROUN ABD ERRAHMAN

TABI



SALES/RECEPTIONIST/ ADMIN. ASSIST

CONTACT

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- 56 Ibn Jundab St, Doha
- Valid QID
- Algerian nationality

SUMMARY

Dedicated and customer-focused professional with experience in receptionist, retail sales, and administrative roles. Proven ability to manage front desk operations, deliver exceptional customer service, and support daily office functions with efficiency and attention to detail. Strong communication and organizational skills, with a solid track record of contributing to smooth business operations and enhancing customer satisfaction. Seeking to leverage diverse experience in a dynamic, client-facing or administrative role.

SKILLS

- Appointment Scheduling
- Data Entry and Record Keeping
- Sales and Upselling Techniques
- Cash Handling and POS Systems
- Inventory Management
- Conflict Resolution
- Multitasking and Time Management
- Office Administration
- Team Collaboration
- Microsoft Office (Word, Excel, Outlook)
- Filing and Document Management
- Customer Relationship Management (CRM)

EDUCATION

BACHELOR DEGREE

University Brothers mentouri
2017 - 2023

DIPLOMAT IN RECYCLING

Constantine Institut
2021 - 2022

LANGUAGE

- Arabic
 - Native
- French
 - Advanced
- English
 - Advanced

WORKING EXPERIENCE

RECEPTIONIST & CUSTOMER SERVICE

UPC | 2022 - 2024
Constantine, Algeria

- Welcomed and assisted clients, visitors, and staff in a friendly, professional manner.
- Managed incoming calls and emails, directing inquiries to the right departments.
- Scheduled appointments and maintained calendars for staff and management.
- Resolved customer concerns promptly, ensuring a positive experience.
- Maintained accurate records and kept the front desk organized.
- Performed administrative duties, including data entry and mail handling.

SALES

SA Retail Store | 2022 - 2024 Evening shift
Constantine, Algeria

- Identified customer needs and delivered tailored solutions, contributing to a 15% increase in customer retention.
- Prospected new leads through cold calling, networking, inbound inquiries, and targeted marketing campaigns.
- Delivered compelling product demos and presentations to key stakeholders, achieving a 40% conversion rate.
- Collaborated with cross-functional teams—including marketing, sales, and support—to ensure seamless onboarding and sustained client satisfaction.

ADMINISTRATIVE ASSISTANT

Nad-pharmadic | 2020 - 2022
Constantine, Algeria

- Manage and maintain executive calendars, ensuring optimal time management and scheduling of meetings, conferences, and travel arrangements.
- Coordinate and prepare all necessary materials for meetings, including agendas, presentations, and reports.
- Handle incoming communications, including phone calls, emails, and mail, and respond appropriately or redirect as necessary.
- Maintain confidential records, files, and documentation with discretion and in accordance with company policies.
- Assist in the development of reports, presentations, and other documents, ensuring accuracy and quality.
- Provide high-level customer service to clients and visitors, ensuring a positive company image.