

ROUMAISSA RAMDANI

PROFESSIONAL SUMMARY

Highly effective in undertaking various administrative and programme management tasks. Ability to manage complex data with excellent organisation. Motivated to achieve outstanding success through prompt communication and a helpful approach.

CONTACT

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WORK HISTORY

SALES AND TRAINING RESPONSIBLE, 02/2021 to Current

KAIZMED NORTH AFRICA - Algiers, Algiers

- Establish business strategy
- Prospect new customers
- Create client portfolio
- Win loyalty of customers
- Manage, Train and lead sales team
- Manage inventory
- Contact suppliers
- Practice competitive intelligence
- Monitored daily sales operations and served as informational and procedural resource to team members.
- Analysed sales data to define monthly quotas for multiple departments and assess potential areas of growth.
- Effectively coached team members to reach and exceed weekly and monthly sales goals.
- Forecasted product sales and achieved quarterly and annual sales objectives.
- Assisted marketing department
- Ensure coordination and communication with foreign suppliers and our jordanian partners.
- Study and analyse orders according to Algerian market.
- Follow up shipment orders and proceed customs clearance with the forwarder and the bank for domiciliation
- Research of national calls for tenders and preparation of specifications to participate in different tenders or consultations.
- Perform various administrative tasks and assist in regulation procedures for registration of products at Ministry level
- Represent Algeria in international webinars and trainings, held by international brands such as Aerogen from Ireland
- Responded to emails and other correspondence, facilitating positive communication for enhanced business processes.

SKILLS

- Flexible and Adaptable
 - Attention to Detail and creative
 - Excellent Communication
 - Team building
 - Self-Motivated
 - MS Office
 - Training and assessment strategy
 - Business development and planning
 - Database Management
 - Sales presentations
 - NEED IT networking ERP formation: (2021) Enterprise resource planning
 - ORACLE (2017)
 - SALESFORCE (2015)
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- Developed and maintained automated alert systems for upcoming deadlines.

Executive Assistant, 12/2019 to 09/2020

FARES LAW FIRM - ALGIERS , ALGIERS

- Performed wide range of ad hoc personal errands to fulfil varied support functions.
- Scheduled Board of Directors meetings, assisting with meeting materials, resources and agendas.
- Collaborated effectively with admin teams, human resources and finance department on special projects and events.
- Investigated topics such as market and competitor activities, producing concise summaries for manager use.
- Managed office inventories, restocking supplies and placing purchase orders to maintain adequate stock levels.
- Perform administrative tasks related to marketing, human resources and communication
- Help in planning and organizing seminars and webinars
- Maintained and coordinated executive and senior management meetings and travel schedules.

TRAINER OF AFTER SALES DEPARTMENT, 11/2017 to 05/2019

OPPO TELECOMMUNICATION ALGERIA - Algiers , Algiers

- Analyse trainee's requirements of six (06) client centers
- Created training programmes and instructional materials to improve education and development of (Receptionists, feedback agent, warehouse keepers, call-center agents and technicians).
- Evaluate staff results and performances
- Develop engaging and entertaining presentations, maintaining employee attention and improving impact of training.
- Build online knowledge database for trainees via wechat
- Assist Manager for other File work and translations
- Contribute to long-term development of the company and produce effective results
- Responsible of after sales section on official website of Oppo Algeria, update the section via Oracle system
- Coordinate with Algeria after sales department and China Head Quarter After sales.
- Train staff about how to use Salesforce

Translator, 04/2017 to 05/2018

Freelance - Algiers , Algiers

- Wide range of fields from medical to car rental and legal reports

EXECUTIVE ASSISTANT, 02/2017 to 07/2017**CODEV Construction and Development - Algiers , Algiers**

- Working with high-level executives to provide top-level assistance.
- Handling incoming and outgoing communication scheduling meetings
- Maintaining complex filing systems and databases
- Document review and preparation and possibly overseeing other staff.
- Detailed accurate meeting minutes, promptly collating and distributing to managers and directors.
- Maintained and coordinated executive and senior management meetings and travel schedules.

BACK OFFICE AGENT , 09/2015 to 01/2017**WAVESCALL - Algiers , Algiers**

- Provided customer services via telephone, live chats and e-mails in english (UK citizens)
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Promoted for a product online and via telephone.

Intern Teacher of English, 04/2014 to 04/2014**College Sioud Ali - Batna , Batna**

Teacher of English for 7th and 10 th grade

ACTIVE MEMBER , 03/2013 to 06/2013**BATNA UNIVERSITY & WASHINGTON D.C UNIVERSITY - Batna , Batna**

- Participated in Digital Video Conference Cultural Program with University of Batna and University of Washington, to promote for Algerian culture
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EDUCATION**Master , Management and strategy of enterprises, 06/2019****INSTITUT SUPERIEUR DE GESTION - Algiers****Master , Translation, 07/2016****University of Algiers 2 - Algiers****Bachelor of Science, SCIENCE LANGUAGE OF ENGLISH , 07/2014****UNIVERSITY OF BATNA - BATNA****BACCALOREATE EXPERIMENTAL SCIENCES, 07/2011****LYCEE MOHAMED TAHAR KADOURI - BATNA**

CERTIFICATIONS

- NEEDiT networking ERP formation: (2021) Enterprise resource planning

- ORACLE (2017)
 - SALES FORCE (2015)
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