

Mokhtar MALKI

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Bouira , Algeria

PROFILE

Graduate in journalistic science, option: communication and public relations,
Computer technician, option: programming.

I have acquired extensive experience in sales and customer relations with a multinational company as a mobile cellular operator.

Having a good ability to work in fast-paced administrative environments (direct sales channel, management of an administrative and commercial team, development of turnover).

Management of a metal piping and hydraulic hose workshop (repair and manufacture, market study, customer relations, marketing, stock management, and after-sales service).

I am looking to make a respectable career in an organization or company in the following fields (telephone service, internet. Direct or indirect sales channel, metal piping and hydraulic hose)

SKILLS

- Ability to work under pressure (stress management).
- Computer skills (use/installation of OS, hard/soft maintenance).
- Public relations and social intelligence skills.
- Leadership skills.
- Sense of organization and time management.
- Proficiency in team work.
- Flexibility to face new challenges and seek solutions.

PROFESSIONAL EXPERIENCE

Workshop Manager

September 2018 - until now

HydrauFlexible Ets MALKI , Bouira , Algeria

- Market studies in terms of customer needs,
- Promotion of the project, including the development of good customer relations
- Service guarantee (price, quality, service).
- Workshop budget management.
- Control and maintain workshop equipment (crimping machine, chainsaw, etc.).
- On-site breakdown service (construction site, factory, individual, agricultural farm, etc.)
- Collaboration, partnership and efficiency in the employment continuum

Retail Supervisor**June 2017 - February 2018***Optimum Telecom Algeria (OTA , Djezzy), Algeria*

Organization and activity management of a direct sales channel (sales shop) in compliance with the commercial policy.

Animation and supervision of the sales team, as well as the development of the store's turnover.

Commercial Responsibilities:

- The achievement of assigned sales objectives and compliance with the quality criteria defined by management on the visual aspect of the store.
- Proper monitoring of customer complaints until resolution.
- Establish periodic statistical reports
- Provide ongoing support to the team and other departmental services in terms of information, support on recommendations for improvement,
- Management of crisis situations and feedback of all information to the hierarchy,,
- The monthly evaluation of the team's performance,
- Regular team briefings organization
- Ensure compliance with working procedures within the entity and their improvement,
- Stock management,
- Implement the commercial policy at the store level.

Administrative responsibilities:

- Management of the administrative and HR affairs of the team,
- Logistics flow insurance and store maintenance,
- Ensure compliance with regulatory instructions and the keeping of legal registers,
- Ensure the interface of the company vis-à-vis the authorities and external organizations.
- Support for sending and receiving mail (accounting documents, sales records, etc.),
- Proper record keeping.

Operational Responsibilities:

- Ensuring stock supply and ensuring its availability by setting critical thresholds,
- Ensuring a permanent follow-up of the inventory status,
- Management of the financial aspects store's (income, cash, stocks, etc.).

Advised to customers**July 2010- May 2017***Orascom Telecom Algeria , Bouira , Algeria*

- Welcoming customers while respecting the customer discourse.
- Take note of customer needs in terms of complaints, information, services offered by the company to this category of customers.
- Sends complaints to the service concerned for resolution within the defined time limits (technical, guarantee threshold not inserted, consumption threshold not inserted, Sim problem, Simswap, payment not introduced, etc.).
- Collect amounts owed by customers.
- Ensure compliance with work procedures when performing tasks.
- Report technical problems in order to resolve them in a timely manner.
- Ensure a permanent follow-up of complaints until resolution.
- Prepare reports on the execution of daily tasks.

Retail seller**May 2009- June 2010***SGE Plombec , Algiers, Algeria*

- Provide general support to customers (reception, orientation, information)
- Presentation of products to customers (price, quality, etc.)
- Achieve sales objectives using techniques and sales force.
- Carry out other administrative tasks related to the position (customer order, out of stock, inventory, etc.)

Head of Internal Security**October 2008-Jan 2009***Razel , Bouira , Algeria*

- Anticipate incidents (threats, thefts, etc.) by implementing the security policy by raising awareness among all players.
- The setting up of the elements related to this task.
- Execution of the intervention plan, and coordination with the various elements in order to avoid or reduce the number of accidents.
- Preparation of daily reports on intervention situations.

STUDIES

Bachelor's degree in journalism studies option: Communication and public relations 2002*University of Algiers, Faculty of Political Science and Journalistic Studies, Algiers, Algeria***PROFESSIONAL TRAINING AND CERTIFICATES**

Technical training and sales force ORASCOM Telecom, Algiers**2016**

Training of Post Paid line billing system (Oracle).ORASCOM Telecom, Algiers.

2014

IT programmer technician

2005*Vocational Training and Apprenticeship Center, Bouira, Algeria***LANGUAGES**

French: good.

English: functional.

Arabic: maternal.
