

DJAHARA SONIA

Chef de Service Commercial



CONTACT

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About me

Born on 05/01/1982 Algiers, graduated with a Master's degree in Business Management from the University of Algiers, Faculty of Management and Economics, I have several years' experience in the field of sales, production market, customer follow-up, as well as marketing and communication. My previous professional experiences have taught me to work independently, to structure and organize my actions to best meet the needs of my clients whom I have been able to retain, whether within the framework of a large international group such as at DJEZZY where I was in charge of safeguarding my client portfolio and developing it or a team of salespeople in a SARL at ALFADIS, (Head of sales department). Familiar with the computer tool, as well as the latest communication techniques, rigorous and dynamic. I am able to invest myself quickly in a new mission and to assume greater responsibilities by integrating myself into a dynamic team. I would be happy to meet with you to talk to you more specifically about the opportunity of my candidacy.

Skills: Consulting in business strategy and development Promote the image and reputation of the company Be attentive to market developments and competitive offers in order to constantly adapt the company's offers

Interests

My team-oriented initiative is reflected in my willingness and determination to collaborate effectively. I am recognized for my keen sense of communication and exemplary punctuality. My strong adaptability allows me to quickly adjust to new situations, and my dynamism ensures consistent productivity..

Education

- 2003** Bacculaureate in Foreign Languages, Lycée Hassiba Kouba.
- 2003-2006** University of Algiers 3, majoring in Management Sciences and Economics, awarded a DEUA in computer management.
- 2006** Génisoft Training School, Delphi option 7 training.
- 2006** Attestation in office automation from Navsi School
- 2014** Démos Marketing Training (Djezzy) Telemarketing, customer relationship, and portfolio management.
- 2014** Sales techniques: finalizing sales procedures and following up on client appointments.)
- 2020** TEF (Test d'Évaluation de Français) attestation at Pigier center.
- 2020-2023** -University of Algiers 3, Bachelor's (LMD) in Financial Management (awarded in 2021).
-Master's in Business Management **2023**

Expérience

- 2006-2007**  **Yoplait Jugurta** : Reception and logistics agent an agri-food company.
- 2009-2016** **VimpelCom Djezzy**
 - Senior Account Management Advisor (Corporate) in the commercial and marketing department, responsible for offers, promotions, corporate client portfolio management, and their development. I acquired training in prepaid and postpaid offers for corporate subscriptions, as well as in service installation, technical problem-solving, and payment recovery. I also underwent training in commercial management, sales techniques, and commercial telemarketing.
- 2017-2018** **Sales Manager at Codacom**
 - I participated in defining the commercial policy by aligning objectives with the company's overall strategy. I led and supported the sales team, contributed to promoting the company's image and reputation, negotiated with certain strategic accounts, and remained attentive to market trends and competitor offers to continually adapt the company's offerings. .
- 2018-2019** **Commercial Service Manager at Alfadis**
 - **Objective 1:** Ensure customer satisfaction by measuring the number of complaints handled compared to the total number of complaints per quarter using the improvement sheet.
 - **Objective 2:** Ensure the company's sustainability and image by monitoring actual monthly revenues (contracts, purchase orders, shipping orders, invoices, stock records, budget) against the projected monthly revenues. I also managed commercial reactivity and efficiency by monitoring the number of successful offers compared to the total number of offers made.

Languages: French - Arabic - English.