

LYNDA SIFOUNI



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☎ +971559205754 📍 Dubai, UAE

🇦🇩 ALGERIAN 🧑 Single 👤 Female

📅 23/01/1997

Education

Master degree in science, *National higher School of Agronomic Sciences, El- Harrach- Algiers.*

2016 – 2021 | Algeria

Engineering Degree in Agriculture, *National Higher School of Agronomic -El-Harrach- Algiers.*
Algeria

Profile

Detail-oriented receptionist with 5 years of experience in customer service. Efficient in performing the administrative and front-desk tasks of large-scale offices. Fluent in, french, English, Arabic and proficient in MS Office Suite.

I'm motivated to constantly develop my skills and grow professionally. I have a proven ability to organize and facilitate management and team.

Skills

Time management, Soft skills,
Sales and marketing, Team player,
Team management

Professional Experience

Customer Service, *Day-to-Day hypermarket*

October 2022 - present | Dubai

- Provides help and advice to customers about available services.
- Communicates courteously with customers by telephone, email, letter, and face to face.
- Work closely with the team to oversee daily cargo requests and operations.
- Proactively recommend improvements to increase sales performance.
- Investigates and solves customers' problems whilst working closely with the Head of Business Development.

RECEPTIONIST, *ATHENA CLINIC*

2020 – 2022 | Algeria

- Present Urgent Care Facility Achievements.
- Successfully managed information using athenaClinicals software, including sign-in, patient records, orders, and billing with 100% accuracy.
- Handled successfully 100+ phone calls daily with no complaints during the last 2 years.
- Provide information about the companies' services.
- Ask questions to understand customer requirements.

SALES REPRESENTATIVE, *SEPHORA*

2018 – 2020 | Algeria

- Greet customers and make them feel comfortable.
- Offer assistance and responding to queries about products and purchases.
- Provide recommendations according to customers' needs, preferences or budgets.
- Money processing via cash, credit card.
- Stay up to date with sales trend for better service and achievement of sales quota.
- Alert the management of potential security issues.

SALES ASSOCIATE, *ARMANI EXCHANGE*

2017 – 2018 | Algeria

- Team player with a positive can do attitude
- Experience meeting or exceeding revenue expectations.
- Resourceful and creative problem solver.
- Drives to meet and exceed sales goals and customer expectations.
- Ability to prioritize and multi-task in a fast paced management skills standard.
- Ability to work under pressure.