



EL HABIB AACHARI

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SUMMARY :

4+ years Well-qualified Sales Agent familiar with skills and abilities needed to succeed. Possessing strengths in task prioritization and customer service. Ready to leverage training and experience to take on new professional challenges.

WORK EXPERIENCE :

2016-09 / Present : **Freelancer : Virtual Assistant / Customer Service / Data Entry / eBay Store Manager**

- Provided primary customer support to customers via System Tickets (Zendesk, ZoHo) and via (Social Media, Email, Skype).
- eBay store managing : Create / End listings, Update listing price, Stock, Communicate with Customers through eBay message system and over Skype, provide information about items, After Sale, research winning product.
- Used Microsoft Word, Excel, PowerPoint, System and other software tools to create documents and other communications.
- Verified accuracy of computer system information by updating system data. +50 WPM typing.
- Photoshop Basic projects, Logo Design, Canva, Files Conversion, WordPress Website Building. Content writing, Google workspace. Working in both MacOS and Windows Operating system.

2017-07 / 2021-07 : **Sales Associate / Assistant Store Manager, Full-Time : DOLIDOL, Casablanca**

- Front office Sales Agent selling in the Home decor and furniture store, welcoming and Providing information Communicate with customers via Phone after and before sales. Ask questions Identify customers needed and propose the right product. From close the sale to delivery under 1Hr - 72Hr Max. deliver an excellent buying experience.
- Communicate with the IT department through GLPI system tickets and Outlook Microsoft 365 I case to add an item price. Resolve issue. Prepare the inventory. Validate returned items, validate payment.
- Data entry into System SAGE X3 ERP. Add new items. Accounting.
- Facebook Marketing run Ad Campaign, Newsletter. Telemarketing. After sales support Customer service.
- Maximized sales and minimized shrinkage through excellent customer service and adherence to standard practices.
- Protected store from loss or theft by setting and enforcing clear security policies.

2016-10 / 2017-01 : **Cashier : ADM Highways Of Morocco Full Time, BERRECHID**

- Answered questions about policies and addressed customer concerns.
- Helped customers complete purchases, locate items and join reward programs.
- Tallied cash drawer at beginning and end of each work shift.
- Collected and authorized payments of guests.

2017-02 / 2017-04 : **Cashier : ONCF Train Station, Part-Time BERRECHID**

- Signaling to the train driver that all passengers are safely on board
- Checking tickets at ticket barriers and making sure that automatic ticket barriers are working properly
- Operating information boards and making announcements over the public address system
- Carrying out shunting and train dispatch duties, ensuring trains leave safely and on time

2016-02 / 2016-02 : **Sale Assistant / Store clerk : ESP Internship Megastore Bricolage , Kenitra**

- Year Study Project at Supermarket bricolage in Kenitra,
- Increased customer satisfaction by resolving issues.
- Worked with customers to understand needs and provide excellent service.

2013-06 / 2013-06 : **Internship ESP Student : Administrative Assistant : AXA INSURANCE , BERRECHID**

- Internship observation to integrate well into the professional environment
- Reported back to instructor to receive day-to-day tasks and responsibilities.
- Produced high-quality communications for internal and external use.
- Answered and transferred incoming telephone calls, taking messages for various staff members.



EDUCATION :

2013-09 / 2016-06 : **DTS Diploma Associate Degree : Commerce / Sales / Marketing**

- Technician Specialized in Commerce at ISTA BERRECHID.

2012-09 / 2013-06 : **University No-degree Arabic Law S1-S2**

- Arabic Law at University of Economic Legal Sciences and Modern Literature SETTAT.

2011-09 / 2012-06 : **High School Diploma : Bachelor**

- Bachelor Degree at IBNO ROUCHD School – BERRECHID



CERTIFICATIONS :

2022-10 : **EF SET English Certificate SCORE 72/100 (C2 Proficient)**

- Test EF SET C2 Level English Certificate (68/100 Reading / 76/100 Listening).

2022-04 : **Coursera Certificate : WordPress Online Course**

- Learn the essential tools to build a Full website using WordPress.

2017-06 : **CERTIFICATE : Google Digital Garage : Marketing**

- Google Digital Garage - Online Course CERTIFICATE Digital Marketing, Discover Tools to Make your Business Succeed. Get New Skills for a Digital World.

2013-06 : **CERTIFICATE : Microsoft Office Pack**

- Learn the essential and advanced Microsoft Office Skills in Excel, Word, PowerPoint, Outlook.



Volunteer Work :

- Member at the neighborhood association for helping the painting and planting in earth day.

- I volunteered at an Association in the city for helping serve Iftar for Ramadan for people in need.

Languages :

- **English :** Advanced
- **French :** Good Working Knowledge
- **Spanish :** Working Knowledge
- **Arabic :** Native

Hard Skills :

- ◆ Customer Service / Data Entry.
- ◆ Digital Marketing.
- ◆ Cash handling & POS.
Products and brand knowledge.
- ◆ Ecommerce / Sage X3 / Zendesk / ZoHo
- ◆ Sales techniques.

Soft Skills :

- ◆ Team Player.
- ◆ Quick Learning and efficiency.
- ◆ Well adapted to environment.
- ◆ Work ethic.
- ◆ Responsible meeting deathlines.