

YAHIAOUI KHALID

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Business Bay Sheikh Zayed Road Dubai , Dubai

Free UAE Residence card : Expiry date 05/03/2025

PROFILE

Graduate engineer of five years of studying and one year of practice. Experienced of three years in restaurants and coffee shops where I get the skill of working under pressure and working hard. Worked with high number of customers and always striving for the best performance. Has demonstrated the proven ability to build productive relationships with stakeholders to support the achievement of requirement.

EXPERIENCE

**September 2016-
November 2017.**

Direct Sales – Puma Store, Constantine, Algeria

key Responsibilities:

- Contacting and analyzing the customers' requirements and recommending products for their needs, dealing with more than 120 customer per day.
- Greeting clients and visitors with positive cheerful and helpful attitude.
- Optimize and expand sales partnership.
- Provide healthy atmosphere for both clients and colleagues to go forwards.

**January 2018-
February 2020.**

Administrative Assistant – SARL Frère BOUALI , Ain M'Lila, Algeria

key Responsibilities:

- Contributed with budgeting and financial reporting with revenue of 242257 £ in 2020.
- Maintained accurate records of stock with 80% of Korean car parts.
- Executed stock software to organize stock and help team members finding items.
- Answering phone calls and preparing items for clients, at least 25customers per day.
- Data entry for new shipment and for items that have been sold (22-35 items per day).

**October 2022-
March 2023.**

Call Center – EL MOHEB's Company, Boulevard Plaza, Road El Chikh Ben Rached, Dubai.

key Responsibilities:

- Assisting with a variety of administrative tasks including coping, faxing, taking notes and making travel plans.
- Preparing meetings and events, including booking rooms and hiring event staff.
- Answering phone calls in professional manners and routing calls as necessary.
- Sorting and distributing mails.
- Scheduling appointments.
- Providing excellent customs service.

EDUCATION

June 2016: Baccalaureate degree in Mathematics, Algeria.

June 2019: License in Mechanical Engineering, LBM's university.

June 2021: Masters in Energetic in Larbi Ben M'hidi's university, Oum El Bouaghi, Algeria.

November 2021: Certificate of Solar Panels Installation and Maintenance in The National Institute of Environmental Formation, The Ministry of Environment, Algiers, Algeria.

February 2022: Certificate of success in the English language in BMC school of Languages, Ain M'lila.

KEY SKILLS AND CHARACTERISTICS

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| • Critical thinker and Active listener | • Strong foundation for computer skills |
| • Fortitude and calm during hard situation | • Good organizational and able to work during long shifts |
| • Resolving team management issues | • Commitment and punctuality |
| • Creative and highly motivated | • Adaptation with fast learning skills |

LANGUAGES

Arabic : Fluent

English : Advanced

French : Intermediate

ACTIVITIES AND INTERESTS

Literature, art , travel , sports