

YOUNESS OUAZRI



CONTACT

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SKILLS

- Management Skills
- Business Development
- Customer Service
- Negotiation
- Critical Thinking
- Leadership

LANGUAGE

English

Arabic

Frensh

100%

100 %

100 %

ABOUT ME

"Dynamic and results-oriented professional with 13 years of experiences in Administration, Sales and customer services, demonstrating expertise in communication skills and sales strategies. Proven track record of driving specific accomplishments or outcomes, such as revenue growth, cost savings, process improvements, etc. Skilled in computer system, and data clerking (Ms-Office, Excel..) Known for Field sales and target driven. A collaborative team player with excellent communication and leadership abilities. Seeking to leverage my background in my future business to contribute to the success of my new professional destination."

EXPERIENCE

Manager - Telecity Maroc / Rabat.

2021- 2024

- Met financial goals with organised strategies focused on proper management of expenses and income.
- Evaluated market conditions and competitor actions to develop successful marketing strategies.
- Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivising staff to continually achieve and exceed expectation.
- Established monthly goals, communicating priorities to staff and closely tracking progress to achieve success.
- Achieved management objectives, consistently hitting deadlines and performance targets.

Field sales representative - We-Vivo Télécommunication / Rabat.

2020- 2021

- Grew geographical areas to maximise sales possibilities and increase client base.
- Prospected and won business through engaging sales presentations and pitches, achieving revenue objectives.
- Managed trade show stands, acting as a company representative, providing product demos and delivering public talks to increase sales.
- Designed sales strategies to increase profits, making reviews and amendments when growth was needed.
- Sourced and engaged small business customers to achieve new business growth and revenue targets.
- Kept updated on the latest company developments, sales techniques and best practices by attending regular sales meetings.
- Protected current customer accounts to maintain progress towards annual growth goals.

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PERSONAL INFORMATION

Age : 34

Nationality : Moroccan.

Marital Statut : Single

EDUCATION

BUSINESS ACCOUNTING

TECHNICIAN.

Specialized Institute in Applied Works HAY RIAD
(C.R.M Souisi).

HOBBIES

Travel

Sport

Photographie

Sales facilitator - HUAWEI ELECTROPLANET SALE / Salé.

2019 - 2020

- Supplied customers with highest quality products within allotted schedule.
- Verified all displays stayed current with routine audits and spot checks.
- Trained newly hired assistant managers on best practices and protocols.
- Grew geographical areas to maximise sales possibilities and increase client base.
- Forecasted accurately to deliver against new business and client retention targets.
- Built and nurtured long-term client relationships to maximise account spending.

District Sales Manager Indirect - IWACO CASABLANCA.

2018 - 2019

- Grew geographical areas to maximise sales possibilities and increase client base.
- Prospected and won business through engaging sales presentations and pitches, achieving revenue objectives.
- Managed trade show stands, acting as a company representative, providing product demos and delivering public talks to increase sales.
- Maintained customer relationships through excellent after-sales support, increasing brand loyalty and repeat business.

Sales Manager - OPPO / RABAT.

2016 - 2018

- Created strategic sales plans, designed to increase sales, customer loyalty and market awareness.
- Boosted team morale and overall sales volume by creating incentivising sales contests.
- Educated customers on available processes and services to increase sales.
- Maintained friendly and professional customer interactions.
- Managed relationship building between company and high-paying clients, completing regular visits and providing loyalty discounts.
- Liaised with potential customers to determine needs and provide recommendations.
- Increased profitability by developing pipelines utilising multiple marketing channels and sales strategies.
- Educated customers on available processes and services.
- Resolved complaints by exchanging merchandise, refunding money and adjusting bills to achieve customer retention.
- Generated monthly and annual sales reports to determine growth and areas requiring improvement.
- Created surveys to gather customer feedback and inform sales strategies.

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CUSTOM SECTION

- Salesman with MH Lead Construction
- Commercial land with Nouval Maroc

TRAINING

- National Supervisor of the Ministry of Youth and Sport of Morocco, Asfi – Souiriya (Group 79/2010).
- Start-UP Week-end Rabat 2014.

Commercial manager - ETS AMAIZE & CIE RABAT. 2011 - 2016

- Supplied customers with highest quality products within allotted schedule.
- Verified all displayMaximised commercial opportunities within current portfolios through effective client relationship management.
- Used pest and weed management techniques to control pests and weeds in residential, commercial and industrial areas.
- Developed positive working cultures and environments through effective people management and commercial leadership.
- Used exceptional planning, organisation and time-management skills to lead multiple commercial projects simultaneously.
- Diffused challenging situations using conflict management techniques.
- Assisted with shop inventory management and completed routine stock taking.
- Accurately identified opportunities for commercial growth, improving project viability.
- Followed blueprints and schematics to complete lighting installations for commercial and residential construction projects.
- Trained newly hired assistant managers on best practices and protocols.
- Grew geographical areas to maximise sales possibilities and increase client base.
- Forecasted accurately to deliver against new business and client retention targets.
- Built and nurtured long-term client relationships to maximise account spending.
- Shadowed daily activities of office staff to gain understanding of scope of work.
- Registered information on database to preserve accurate details.
- Sorted and distributed incoming mail to manage communication flow.
- Completed routine record audits to remove outdated files.
- Entered and verified computer data to create reliable records.
- Sorted and distributed incoming mail and communications.

Internship in accounting - Fid Je Conseil / RABAT. 2010

- Shadowed daily activities of office staff to gain understanding of scope of work.
- Registered information on database to preserve accurate details.
- Photocopied and printed documents for office team members.
- Inspected reports of damage and processed claims documentation.