

Mohamed Redha GRIENE

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Professional Summary

I offer a great deal of experience within this challenging sector. This candidate is looking to encounter a role that is both fulfilling and financially rewarding. Not only do I possess the drive to succeed. But I have built up a working knowledge of the most effective sales tactics over the 5 years. These traits are then coupled with a sound educational base and all of the most pertinent qualifications. Ultimately I am hoping to find a company that is able to help me to improve my repertoire while allowing me to become part of a team.

Experience

2019 – 2020: Sales Executive / Operation Supervisor Dusk Tourism LLC, Dubai UAE

- Answering inquiries, marketing, handling social media
- Using a booking CRM, leads generating, follow up and close the deals
- Advising customers on travel arrangement (visas and passports)
- Keeping clients promptly informed of any charges and offering suitable alternatives when appropriate
- Working in overstay department
- Handling customer service complains
- Assist the team supervisors and overall operations
- Provide advanced customer support and find solutions
- Make the link between different departments and the management to ensure the proper conduct of operations
- Excellent knowledge of immigration laws and all procedures for all types of visas

2015 – 2018: Sales Associate / Customer Service

Condor ‘home appliance’ Skikda, Algeria

- Identify, evaluate and implements solutions to achieve customer satisfaction
- Sell customers as many products as possible
- Build customer relation through follow up calls and emails
- Providing excellent customer service

2013 – 2015: Sales Associate

Nike Clothing Skikda, Algeria

- Interacted with clients in all sales stages
- Assisted customers in locating merchandise
- Offered advice to buyers, suggested gifts, gently encouraged purchases

Education

- **University of skikda, Algeria, 2010 – 2013**
Literature and French language, university degree
- **Larbi tebessi high school : Skikda, Algeria, 2010**
Baccalaureate in letter and languages

Languages

Arabic: Native
English: Fluent
French: Fluent

Computer knowledge

MS office suite
Windows 7,8,10
Mastery of internet tools & social network

Excellent in translation: Arabic – English - French

Additional information

Nationality: Algerian
Marital Status: Single
Visa Status: Cancelled