

Curriculum Vitae



Personal Information:

Nationality: Algerian
Date of Birth: 27/02/1987
Marital Status : Married
Driving license: B cat. Qatari

Contact Information:

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Lameche Djallel

Objectives

- Native Arabic speaker with excellent oral and written skills in English, French And Russian, with Good experience in Sale, Marketing and Administration.
- Strong skills in supporting of sales activities via focusing on customer need research and reporting them to the management on time base.
- High education background adds to good skills in implementing marketing strategies, plans and programs, merchandising, advertising and promotions.
- Good Sales and marketing tactics, well organized and dedicated person for meeting long and short term targets.
- Able to quickly understand customer needs and to deliver timely and cost-effective Solutions.

Academic Information

- **Ph.D. Candidate of Marketing** (2015...)
Research on Marketing and Consumer behavior attitude
University Utara Malaysia, Kedah. Malaysia
- **Master degree in Strategic Marketing** (2011)
Master theses ; Islamic Marketing - El Baraka bank case of study -
Ferhat Abbess University Of Sétif Algeria
- **Certificate in Management and Administration** (2009)
Major study: information technology, Management theories,
Administration schools, introduction to electronic management.
National University of ship-building Admiral Makarov in Nikolaev Ukraine
- **Bachelor degree in Marketing and International Trade** (2008)
Bachelor project: Electronic Marketing in Algeria - Algerie telecom case of study
Ferhat Abbess University Of Sétif Algeria

Languages

- Arabic : Excellent (Reading / Writing / Speaking).
- French : Fluent (Reading / Writing / Speaking).
- English: advanced (IELTS 7.0) (Reading / Writing / Speaking).
- Russian: advanced (Reading / Writing / Speaking).

Computer Skills

- Good Knowledge of computer programs, including intermediate knowledge of word PowerPoint Excel Access
- Good knowledge and experience about SPSS .and Question data programs.

Work Experience

Senior Customer service representative at Ooredoo , (2013-2015)

- Determines market requirements by working closely with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by eliminating issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Business and Sales Development Executive at QBE ,ELV systems (2012-2013)

- Identifying, researching and targeting new business prospects.
- Managing and maintaining databases of potential clients.
- Developing strong working relationships with prospective new clients.
- Producing monthly pipeline reports for management purposes.

Marketing Agent and sealer at ENIE ,Electronic Spare industry (2008-2011)

- Administered to source, select, screen, and mobilize talent adhering clients need.
- Developed and maintained strong and positive relationships with clients
- Demonstrated solid experience with and knowledge of marketing.
- Delivered consistently outstanding customer service.

Marketing Manager in Skoda Company in Ukraine (2007-2008)

- Developing a marketing team to implement strategy & delivering on objectives.
- Constantly improving business development activities.
- Develop partnerships & relationships with third parties to meet strategic objectives.
- Management of sponsorships for conferences and events

Capabilities

- Excellent collaboration skills with a wide variety of people (product management, Engineering, marketing and communication, public relations).
- Communicate effectively to build long-term working relationships with clients
- Able to prioritize and organize while completing all tasks in a timely manner
- Excellent interpersonal, written, and oral communication skills.
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections.
- Strong work ethic and self-starter, able to effectively manage multiple priorities and adapt to change within a fast-paced business.

Awards

- Call and phone etiquettes, DBM Dubai 2014.
- Business etiquettes for Customer Service ,DBM Dubai,2013
- 3 times *BEST SELLER* in ENIE(3 months) ,
- 1st place of university football Championship (2006).

Thanks & Best Regards....