

Gram Abdellah

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PROFESSIONAL SUMMARY

Customer-focused retail and store operations professional with practical experience in cashiering, store supervision, merchandising, and inventory control. Strong track record of reliability, accurate cash handling, and improving checkout efficiency. Organized, punctual, and able to supervise small teams while maintaining excellent customer service standards. Ready to contribute immediately and adapt to fast-paced retail environments.

KEY SKILLS

- Cash handling & POS systems (till reconciliation, end-of-day reporting)
- Customer service & conflict resolution
- Merchandising, stock replenishment & visual display support
- Shift supervision, team training & onboarding
- Loss prevention, opening/closing procedures
- Time management, punctuality, and reliable attendance
- Basic MS Office; comfortable with inventory software and digital logs
- Fluent Arabic; intermediate French & English

WORK EXPERIENCE

Industrial Cleaner - Coastal Processing

Apr 2022 – Dec 2023

- Operated POS terminals and processed customer transactions with consistent accuracy; reconciled cash drawers at shift end.
- Provided friendly customer service, handled returns and exchanges, and resolved complaints to maintain customer satisfaction.

Assistant Store Supervisor - Small Retail Chain

Jan 2021 – Mar 2022

- Supervised shift operations, delegated tasks to 3–6 staff, and ensured opening/closing checklists were completed.
- Trained new hires on POS procedures, customer service standards, and loss-prevention practices.
- Supported inventory counts and helped reduce shrinkage by enforcing store policies and spot checks.

Display & Merchandising Support - Seasonal Projects

Summer 2022

- Helped set up seasonal displays and promotional areas, following visual merchandising guidelines to increase customer engagement.
- Coordinated with store managers to optimize product placement for peak traffic times.

EDUCATION

Licence en Business Intelligence & Statistiques | Université Ibn Zohr – Agadir | 2022

- Modélisation, analyse de données, data warehouses, machine learning basique.

Diplôme en Développement de Systèmes d'Information | Centre BTS Guelmim | 2021

- Développement web, bases de données, analyse de systèmes.

ADDITIONAL INFORMATION

- Reliable, punctual, and able to work in fast-paced construction environments.
- Strong problem-solving and mechanical aptitude.
- Willing to travel or relocate for construction projects

LANGUAGES

- Arabic : Native
- French : Fluent
- English : Fluent