



**Amal BRAIK**

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📅 Date of birth 23/06/1998  
🏠 Dubai UAE

## Language Skills

### Arabic



Listening - Speaking - Reading - Writing

### French



Listening - Speaking - Reading - Writing

### English



Listening - Speaking - Reading - Writing

### Spanish



Listening - Speaking - Reading

## Personal skills

**Proactive mindset**

**Customer service oriented**

**High level of Ethics and Integrity**

**Empathy and Active listening**

**Positive attitude and Outgoing personality**

**Adaptability and Flexibility**

**Problem Solving Skills**

**Detail-oriented**

**Team Work**

**High Respect for Diversity**

**Patience and Self-Control**

**Verbal linguistic intelligence**

**Interpersonal Skills**

**A sense of exquisite service and High discretion**

**Persuasive speaking skills**

**Excellent Organizational Skills**

**Autonomous and Rigorous**

**Leadership and management mindset**

## Education

### Master's Degree in International Business Law

From October 2021 to June 2023

College Of Law And Political And Social Sciences, International University of Rabat Rabat, Morocco

### Bachelor's degree in Civil and Private Law (BCL)

From September 2019 to June 2021

Faculty of Legal and Social Economics, University Hassan II Mohammedia, Morocco

### Associate's Degree in Law and Economic Sciences

From September 2016 to June 2018

Faculty of Legal and Social Economics, University Hassan II Mohammedia, Morocco

### High School Diploma

From September 2015 to June 2016 Henri Matisse Casablanca, Morocco

## Work Experience

### Client Advisor

From May 2022 to September 2023 Merveilleuse Jewelry Casablanca

- Present the brand in accordance with the brand's image
- Suggesting jewelry based on the client's personal style and needs
- Being attentive to the customer's expectations and acting accordingly
- Ensuring that the client's deliveries are prepared and organized
- Receiving and monitoring client product exchanges and repairs
- Responsible for producing an effective quality control
- Operating the sales system by updating and monitoring sales recording and client database
- Ensuring the boutique is always presentable and welcoming, helping with the boutique's maintenance and upkeep

### Sales Associate

From July 2021 to April 2022 Armani Exchange, AKSAL Casablanca

- Achieving the sales target by using advanced sales techniques and product knowledge
- Focusing on selling and increasing UPT & ATV
- Communicating with customers to assess and satisfy their needs, and meet or exceed their expectations
- Building and maintaining customer relationships to build strong loyalty
- Maintaining high standards of Visual Merchandising housekeeping in terms of cleanliness, display, and stock rotation
- Implementing all merchandising as per the brand's visual merchandising guidelines
- Greeting all Customers in a hospitable manner.

### Sales Associate

From December 2020 to June 2021 Just Cavalli , AKSAL Casablanca

- Achieving agreed-upon sales targets and outcomes within the schedule
- Supplying management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Cleaning, preparing stock in hand, participating in inventories.

## Passion

Community Service

Volunteer work

Travel

## Work experience

### ● Sales Associate

From June 2020 to November 2020 **Massimo Dutti** Casablanca, Maroc

- Proactively communicating with clients to assess their needs
- Providing assistance in satisfying those needs
- Ensuring a uniquely tailored and personalized customer service
- Delivering an uncompromising experience whilst maintaining efficiency in a fast-paced environment
- Working with staff of other departments to perform job duties and during special events or functions.

### ● Beauty Advisor

From March 2019 to April 2020 **Faces** Casablanca

- Completing customer transactions on the till accurately and efficiently
- Replenishing stock levels
- Assisting customers with product testing
- Performing beauty services across all categories
- Ensuring clients are informed about and enrolled in the beauty pass program
- Participating in inventory control to reduce loss, and ensure compliance with sampling policies
- Operating the cashier functions in a professional and timely manner

### ● Sales Agent

From January 2018 to February 2019 **Tractafric, Caterpillar** Casablanca, Maroc

- Conducting active sales activities, including cold calling, email communication, and phone contact.
  - Researching potential customers, initiating contact, and exploring sales opportunities.
  - Presenting the company's services confidently and effectively to clients.
  - Solving claim concerns
  - Conducting satisfaction surveys
  - Assist customers on the use of products, and technical notices, as well as manage after-sales service.
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