



Amal BRAIK

✉ amal.braik98@gmail.com
📞 +971 50 307 8818
📅 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 Tractafrik, 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.