



# AREZKI LOUNIS

## About Me

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Dedicated and customer-focused retail professional with over 8 years of experience in fast-paced international environments, including 7 years in leading fashion retail and recent experience in food and beverage. Proven ability in sales, customer service, stock management, and team collaboration. Currently seeking to leverage strong interpersonal and operational skills in a new challenging role.

## Work experience

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### Barista

#### Starbucks | Doha, Qatar

##### June 2025 – Present

- Prepare a wide variety of coffee and tea beverages to consistent quality standards.
- Provide exceptional and efficient customer service, handling transactions accurately.
- Maintain a clean, organized, and welcoming store environment.
- Demonstrate comprehensive knowledge of menu items and ingredients.
- Work effectively as part of a team during high-volume periods.

### Senior Sales Associate

#### ZARA | Algeria

##### [April 2020] – [March 2025] (4 years)

- Provided high-level customer service, ensuring a positive shopping experience and building customer loyalty.
- Managed stock replenishment on the sales floor and assisted with inventory counts.
- Operated the cash register, processed payments, and handled returns efficiently.
- Maintained visual merchandising standards to ensure the store presentation aligned with brand guidelines.
- Collaborated with team members to achieve store sales targets.

### Sales Associate

#### H&M | Algeria

##### [June 2017] – [Feb 2020] (3 years)

- Greeted customers, identified their needs, and provided product recommendations.
- Handled fitting room operations and maintained a tidy sales floor.
- Gained experience in processing shipments and organizing the stockroom.
- Developed strong product knowledge across multiple departments.

## Contact

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Doha, Qatar

## EDUCATION

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2017  
Diploma in Marketing  
– Center of Vocational Training, Tizi Ouzou, Algeria

2016–2017  
Scientific Baccalaureate  
– High School of Tizi Ouzou, Algeria

## SKILLS

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- Customer Service & Sales: Expert in customer relationship management, upselling, and resolving inquiries.
- Cash Handling: Proficient in operating POS systems and processing various payment methods.
- Stock Management: Experience in receiving merchandise, inventory control, and restocking.
- Teamwork & Collaboration: Proven ability to work effectively within a diverse team.
- Multitasking: Skilled at managing multiple responsibilities in a high-pressure environment.
- Driving Licence: Valid driving licence.

## LANGUAGES

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Languages: Arabic Native  
English Professional working proficiency  
French Fluent.