Rami Ammar Laloui

IT Support Specialist & Sales Professional

✉ lalouirami34@gmail.com   📞 +213 558634704   📍 Mila, Algeria

PROFILE

Versatile IT Support Specialist with a Bachelor's degree in Computer Science and experience as a Sales Assistant in retail environments. Skilled in troubleshooting technical issues, providing exceptional customer service, and driving sales through effective communication and product knowledge. Adept at bridging the gap between technical solutions and customer needs, ensuring both user satisfaction and business growth.

PROFESSIONAL EXPERIENCE

IT Support Specialist   03/2023 – 08/2024
MyPhone   Mila, Algeria
• Addressed and resolved technical issues for numerous users, significantly enhancing their overall experience and reducing downtime
• Strengthened network security measures, leading to a reduction in security-related problems and incidents.
• Managed and implemented software updates, resulting in faster system performance and improved user productivity.
• Quickly diagnosed and resolved IT problems, leading to high customer satisfaction and minimal disruption to operations.
• Coordinated effectively with other teams to address IT needs and ensure that technological solutions supported business objectives

Sales Assistant   09/2021 – 02/2023
PhonePlus+   Mila, Algeria
• Assisted customers in selecting and purchasing electronic devices (computers, mobile phones, TVs .. etc), ensuring a personalized and informative shopping experience.
• Demonstrated product features, provided technical support, and resolved customer inquiries, resulting in increased customer satisfaction and repeat business.
• Managed inventory, restocked shelves, and maintained the sales floor to ensure optimal product presentation and availability.
• Provided expert advice to customers on a wide range of electronic products, ensuring they made informed purchasing decisions based on their unique needs and preferences.
• Conducted in-depth product demonstrations and answered complex technical questions, empowering customers with the knowledge to confidently choose the right products for them.
• Continually researched and updated knowledge of the latest technology trends and product specifications, ensuring accurate and up-to-date information for customers.

EDUCATION

Bachelor in Computer Science   09/2020 – 07/2024
Mila University   Mila, Algeria
• Relevant Coursework:
  • Data Structures.   • Web Development
  • Operating Systems   • Backend Development
  • Network Security   • Database Management

SKILLS

Technical Skills:
• In-depth knowledge of electronic devices (computers, mobile phones, TVs, etc.), their features, and functionality.
• Ability to diagnose and resolve basic technical issues with electronic devices.
• Experience with common operating systems (Windows, macOS, iOS, Android) and software applications (Microsoft Office Suite, Google Workspace).
• Network Management and Support and Troubleshooting Hardware and Software Issues
• Strong Knowledge of Backend Development (Node.js, MongoDB .. etc)
• Familiarity with POS systems used in retail environments for processing transactions.

Customer Service Skills:
• Excellent verbal and written communication skills, ability to explain complex technical information in a clear and concise manner.
• Strong rapport-building skills, active listening, empathy, and a friendly demeanor.
• Ability to identify customer needs, troubleshoot issues, and provide effective solutions.
• Strong customer service orientation with a focus on enhancing customer experience

LANGUAGES

Arabic
Native
● ● ● ● ●

English
Fluent
● ● ● ● ○

French
Conversational
● ● ○ ○ ○