

CUSTOMER SERVICE & SALES REPRESENTATIVE ~ OFFICE ADMINISTRATOR

Office Administration & Customer Care Professional brings forward over 5 years of experience in various industries supporting teams and departments with targeted goals. Expert knowledge and experience with Office Operations and Vendor/Supplies Management. Experienced with computer databases/software programs and focused on building and maintaining positive customer relations and supporting team members. Fluent in Arabic, English and French. Proficient in MS Office, SAP (Beginner), Quickbooks, Apollo, Ticket Master

- Excellence in Customer Care Best Practices
- Implements Effective Business Flow Processes
- Passionate about Supporting Others
- Talented in Customer Needs Analysis & Sales
- Strength in Data Entry/Database Maintenance
- Advanced Computer/Software Knowledge
- Expert Typing Ability; Accuracy & WPM
- Possesses Strong Work Ethics & Values
- Positive Team Player & Project Collaborator
- Exudes Professionalism & Phone Etiquette
- Honest, Dependable & Reliable Employee
- Enthusiastic and Courteous Service to Clients

WORK EXPERIENCE

Administrative Assistant to President, Terix International, Ottawa, Canada 08/2023 – present

- Service coordination, communication and sales support.
- Contracts activation, Invoicing, Account receivable
- Inventory and logistics.

Technical & Sales Engineer-Customer Engagement Coordinator, SLB, HMD, Algeria 2018 – 2023

- Algerian market analysis in terms of Coiled Tubing Intervention needs & contracts study.
- Focal points for 12 different clients (SH and Foreign associates)
- Monthly/Annual activity and revenue forecast
- Field operations follow up, Design and Evaluation
- Follow up with clients on costs, contract consumption, CT usage statistics on SH fields
- Algeria Pipe Management Champion

Coiled Tubing Field Engineer, SLB, HMD, Algeria 2013 – 2015

- Supervising different coiled tubing operations
- Designing jobs using simulations and slb softwares
- Studying post job reports to improve service quality
- Laboratory Analysis : refining, stimulation

EDUCATION

Master's in Engineering - Chemical Process Engineer, University of Boumerdes 2007 – 2012

PROFESSIONAL DEVELOPMENT

Sales and Negotiation Workshop, SLB Center, Tunis, Tunisia 2019
Hazard Identification and Risk Control, SLB Center, HMD, Algeria 2018
Coiled Tubing Technical School, Kellyville Learning Centre, Tulsa, Oklahoma, USA 2014
Coiled Tubing Operational, Middle East and Asia Learning Centre, Abu Dhabi, UAE 2014
Hazard Identification and Risk Control Level 2, SLB Base MD1, HMD, Algeria 2013
Introduction to Exploration and Production Industry, QHSE, First Aid European Learning Centre 2013