

Djamel Bououden

Contact

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Ajman, UAE

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Languages

ARABIC - Native
ENGLISH - Fluent
FRENCH - Professional
TURKISH – Conversational

Summary

A highly motivated and dependable team member with excellent leadership skills. Experienced in working in Customer Service, eCommerce, Administrative, and Digital Marketing which I have a passion for. Have a good handle on IT skills which set me up as a respected team player with the ability to overachieve targets and deadlines. Did gain multicultural knowledge from studying, and working in four countries. A highly adaptable individual that can morph his skills to suit most high-pressured environments. Also I'm out to enjoy life to the fullest and put my "heart and soul" into all my work.

Education

Master's in Business Administration (MBA) – 2018
İstanbul Şehir Üniversitesi - **Istanbul, Turkey**

Bachelors's in Business Management - 2017 Dundalk Institute of Technology - **Co. Louth, Ireland**

Skill Highlights

- An Understanding of Economics. Baseline knowledge of economics can be an asset in any industry.
- Data Analysis Skills.
- Financial Accounting Skills.
- Negotiation Skills.
- Business Management Skills.
- Leadership Skills.
- Effective Communication.

Experience

Hub Expert | Drivers' Operations Officer - 09/2022
- 04/2023

YANGO (Yandex LLC.) - Algiers, Algeria

- Training and providing offline support to drivers (issues with the app, and full technical support to drivers).
- Experienced in using 'Opteum' to check, and tracking drivers' data, activity, and all other information.
- Responding to all users' questions and inquiries with regard to the service, and the application on social media.

Social Media/Digital Marketing Associate Manager - 06/2021 to
04/2022

Eurl Techno Star Tools -Sétif, Algeria

- Monitored and managed customers' master data according to distributors' requirements being the owner of the accounts.
- Managed the "order to cash flow" process (Order Collection/Entry/Management) ensuring the balance of commercial conditions and planning requirements.

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Experience

- Supported the organization of events and customer visits to guarantee the achievement of sales targets with assistance during the selection.
- Actively analyzed processes/flows and proposed ad hoc solutions for customer service structure and clients' requests.
- Supported B2B ecommerce project.
- Supported IPP & Marketplaces management.

eCommerce Customer Support & Telesales/Copywriting

Coordinator - 10/2020 to 05/2021

Webhouse 'Feelunique' - Dubai, UAE

- Managed day-to-day operations of the E-Store including order management, sales promotions, forecasting, etc.
- Worked closely with the customer service teams, sales team, payment gateway provider, etc. to set up, document and ensured all the required E-Store functions are in place for smooth E-Store operations.
- Inherited HQ guidelines and best practices for E-Store coordination
- Compiled weekly & monthly reports to the senior management team and advised on strategy and best practices.
- Ensured the stability of eCommerce functionalities in the store for all operational processes.
- Managed third-party counterpart's deliveries and keep the project implementation on schedule and within the scope
- Ensured all promotions and offers setup on E-Store in a timely manner.

Customer Success Specialist - 05/2018 to 09/2020

Al Somam Technical - Dubai, UAE

- Analyzed and expanded business opportunities toward sustained growth.
- Developed various relationships and strengthen industry partnerships.
- Identified new partners by researching and creating networking opportunities.
- Negotiated and closed business deals that promote sustained profit.
- Liaising with Sales, Marketing, and Management to align strategies aimed at increasing revenue.

International Student & Academic Affairs Assistant - 12/2017 to

İstanbul Şehir Universitesi - Istanbul, Turkey 03/2018

- Engaged in international student recruitment activities. Lots of engagement in multiple languages and learned quite a bit of Turkish.
- Sorted out queries for prospective international students on behalf of the University. Follow-ups and troubleshooting.
- Assisted with the orientation program of the newly enrolled and Erasmus students.

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Experience

- Worked very closely with the office's director on core directives related to the image of the University.
- Took part in various research and online marketing assignments including social media experiments.
- Spoke at all major University exhibitions. Mini TED-Talks.

Competitors' Analysis/Market Research Analyst - 09/2016 to 12/2016
King Tony Tools, Ltd. - Taichung, Taiwan

- Collected data on consumers, competitors and, marketplace consolidated information into actionable items, reports and presentations
- Understanding business objectives and designing surveys to discover prospective customers' preferences
- Compiled and analyzed statistical data using modern and traditional methods to collect it.
- Resolved incoming claims from customers. A mix of financial and product-related claims.

Event Promoter/Carrefour, MOE - 06/2014 to 07/2014

Meld Events - Dubai, UAE

- Owned sales and marketing promotions for Al Bayan and Emarat'l Youm newspapers.
- Supported customers during events, been the face of the company, and engaged with international clients.
- Proofread materials used in event promotions.
- Clarified the subscription procedure to clients and ensured there is follow-up.

Exhibitor/DWTC, Dubai - 03/2014

The Canadian University in Dubai - Dubai, UAE

- Marketed and took care of the Canadian University's brand.
- Presented and optimized the University's enrolment procedure to students/visitors.
- Advertised the University's brand at key educational events.

Operations Assistant (Arabtec Holding IPO) - 07/2013 to 08/2013

Abu Dhabi Commercial Bank - Dubai, UAE

- Supported customers on stock purchases. Interacted directly and followed up with customers.
- Owned the account application process and added customer records to the CRM system.
- Prepared daily detailed reports before getting them forwarded to the parent company (Arabtec).