CHENOUF ABDESSAMED

Customer Service Professional

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Vilnius, Lithuania



PROFILE

Motivated and adaptable professional with experience in sales, customer service, and teamwork. Experienced in assisting customers, handling daily sales operations, recommending products, and responding to customer inquiries. Strong communication and interpersonal skills, with the ability to work in busy environments and provide friendly and professional service. Holds a Master's degree in Microelectronics Engineering and has a strong interest in developing professional experience in hospitality, restaurants, and customer service.

PROFESSIONAL EXPERIENCE

2023 – 2026
Algeria

Warehouse Worker | Warehouse Operations
Viva hyper Market - Park Mall Sétif – One of Algeria's Largest Shopping Centres
- Replenished shelves and arranged products according to store requirements.
- Organised stockroom items and maintained proper storage.
- Received, sorted, and checked incoming goods.
- Monitored product availability and assisted with stock organisation.
- Maintained clean and organised shelves and storage areas.
- Supported daily supermarket operations and worked effectively as part of a team.

2023 – 2026
Algeria

Supermarket Stock Assistant | Shelf Replenishment
Carrefour – Algeria
- Arranged and restocked supermarket shelves.
- Organised products and assisted with stock handling.
- Helped maintain a clean and tidy store.

2021 – 2023
Algeria

Sales Assistant
Family Business
- Welcomed customers and assisted them with product selection.
- Provided information about available pastries and products.
- Handled customer orders and sales transactions.
- Maintained a clean and organized sales area.

2019 – 2021
Algeria

Waiter
Layla Restaurant
- Provided attentive table service in a busy restaurant environment, ensuring customer satisfaction.
- Managed busy service operations with efficiency and precision while upholding high hospitality standards.
- Collaborated with a diverse team to maintain smooth communication, organized workflow, and an elevated guest experience.

EDUCATION

2024 – 2025
Bordj Bou Arreridj, Algeria

Master's Degree Microelectronics Engineering
University Mohamed El Bachir El Ibrahimi

2020 – 2023
Bordj Bou Arreridj

BACHELOR'S DEGREE – ELECTRONIC ENGINEERING
University Mohamed El Bachir El Ibrahimi

2020
Bordj Bou Arreridj

High School Diploma
Cherif Laragat High School

PROFESSIONAL TRAINING & CERTIFICATIONS

2026
Algeria

Training Exposure – Front Desk & Customer Service Operations
Viva hyper marck - Park Mall Sétif – One of Algeria's Largest Shopping Centres
- Welcomed customers and provided professional assistance at the reception desk.
- Handled customer inquiries and provided clear information about available services.
- Assisted with customer requests and maintained a professional and welcoming environment.

2020 – 2025
Algeria

MEMBER | ELECTROMIND UNIVERSITY CLUB
University Mohamed El Bachir El Ibrahimi
- Participated in university activities and collaborative projects.
- Helped organise events and workshops.
- Worked with team members on technical projects.

2024
Algeria

Microsoft Office Training – Word, Excel & PowerPoint

2023
Algiers Algeria

Training Exposure – Sales Assistant
- Assisted customers with product selection and provided suitable recommendations.
- Responded to customer inquiries and provided professional assistance.

2020
Algeria

First Aid Training
- Basic emergency response and first-aid procedures.
- Learned how to respond appropriately in emergency situations and assist victims.

LANGUAGES

Arabic
Native proficiency

English
Fluent (Reading, Writing, Speaking)

French
Fluent (Reading, Writing, Speaking)

SKILLS

Excellent customer service
Professional multitasking
High stress-resilience
Warm, welcoming attitude
Adaptable & flexible, positive personality
Sales & Retail
MATLAB
Technical Problem-Solving
Strong communication skills
Warm, welcoming attitude
Problem Solving Under Pressure
Teamwork & collaboration
Professional Appearance & Attitude
Microsoft Office
Electronic Circuit Design
DeckBuild