

# EL HIRACHE IKRAM

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## Professional Objective

"As a dual-brand delivery advisor, I am looking for new opportunities. I will be an asset to your company where I can use my skills in communication, project and inventory management, with strong skills in the administrative, commercial and customer relations fields. Pragmatic and organized, I have great interpersonal skills, a critical mind as well as solid skills."

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## Experiences

### Soukaina Autos

*01 Jan. until today*

#### Position: Delivery Advisor

- Delivery management: Planning and internal coordination.
- Handling: Preparation of new product and presentation of the products at the technical level to the customer.
- Customer satisfaction: D-1 and D+5, VOC monitoring and complaints processing.

#### Position: Billing and Internal Audit Agent

- Billing of new and used vehicle files.
- Monitoring and internal control: Monitoring of sales and cash flow, control of files.
- Showroom quality.

**August 26 to September 8, 2024 (15 days )**

#### Position: Sales Management Assistant

- Inventory management.
- Preparation of registration files.
- Back office (e-mailing, receiving calls).
- Coordination and handling of VN issues.
- Audit and internal control.
- Control and monitoring at the logistics level.

### Soukaina Autos

*Oct 09 - Dec 31, 2023*

#### Position: Pre-hiring intern in the Sales Department

- Business prospecting: Development of a customer portfolio (e-mailing, telephone calls, etc.), global market research and product analysis.

- Commercial procedure: Processing customer needs, preparation of commercial supports (purchase orders, pro forma invoices), commercial and credit offers.
- Sales analysis and customer follow-up: Weekly sales plan and contribution to sales performance analysis.

### **Call Center - HDF**

*Nov. 15 - Dec. 01, 2022*

#### **Position: Call Center Advisor**

- Outbound call management: Convince and argue for the CPF target.
- Customer file monitoring and customer satisfaction: Updating customer files and our database by measuring our customer satisfaction.

### **Ibis Budget El Jadida**

*June 10 - July 10, 2019*

#### **Position: Reception & Reservation**

- Welcoming customers.
- Reservation management: Processing reservation requests (by email, telephone or booking , etc.), check-in & check-out, management of room availability.
- Customer Service: Provide quality customer service, resolve customer complaints and provide local recommendations.

### **Cremai Event**

*March 19 - March 23, 2019*

#### **Position: Press Communication (volunteer)**

- Press release writing: Participate in writing press releases and articles to promote events to the media and the public.
- Media Management: Collecting media for the event, responding to requests for information and generating positive media coverage of the event.
- Stock management: Preparation and management of guest boxes.

### **Training**

- **Bachelor's degree in Economics and Business Management (2019-2023 )**  
**Institution : FSJESM**
- **Specialized Technician Diploma in Hotel and Tourism Marketing (2018-2020 )**  
**Establishment : ISTAHT of Mohammedia**
- **American Language Center**
- **Scientific Baccalaureate (SVT) (2017-2018)**

### **Certificates**

- **GL Training DACIA JOGGER**
- **GL Formation Austral and GLIO 5 (RENAULT brand)**

- **LinkedIn Learning Certificates** : The Fundamentals of Accounting – JIM STICE & EARL STICE
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## **SKILLS**

- Communication & Advertising
  - WIN Engine 2 Software
  - Sponsorship File
  - "FOLS" software
  - Software: Word, Excel, PowerPoint
  - Driving license B
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## **LANGUAGES**

- **Arabic** : Fluent
  - **French** :Intermediate
  - **Good** notions
  - **Spanish** : Basic level
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## **Interests**

- Reading & Analysis
- Creative workshops for children
- Organized trips
- Sports and brain games