

ZAKARIA HASNAOUI

Sales Supervisor & Business Developer

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PROFESSIONAL SUMMARY

Dynamic Sales Supervisor and Business Developer with over 6 years of progressive experience in driving revenue growth, leading sales teams, and optimizing business operations in competitive markets. Proven ability to develop and implement effective sales strategies, coach teams to exceed targets, and enhance customer retention through personalized service. Multilingual professional fluent in Arabic, English, and French, skilled in strategic planning and operational management.

PROFESSIONAL EXPERIENCE

Commercial Developer & Sales Supervisor

EURL El Ghazou – Algiers, Algeria | 2024 – 2025

- Led and motivated a sales team to consistently increase monthly turnover by implementing targeted sales strategies.
- Trained and coached staff on advanced sales techniques and effective communication, improving team performance by 20%.
- Conducted comprehensive local market analysis to identify growth opportunities and refine sales approaches.
- Achieved high client retention rates through personalized customer service and relationship management.

Owner & Manager – Coffee Shop

Private Business – Constantine, Algeria | 2021 – 2023

- Founded and managed a successful cafeteria serving a diverse customer base, achieving steady revenue growth.
- Oversaw inventory management, supplier negotiations, and ensured excellent customer experience.
- Maintained rigorous hygiene and quality standards, resulting in positive customer feedback and repeat business.

Sales Associate

Various Shops – Blida, Algeria | 2017 – 2020

- Supported daily sales operations in grocery and clothing retail environments.
- Developed multitasking abilities, cashiering skills, and effective communication with customers.
- Adapted quickly to various roles, consistently maintaining high levels of client satisfaction.

Administrative Intern

Commune of Chiffa – Blida, Algeria | 2021 – 2022

- Conducted organizational diagnosis of municipal operations and proposed structural improvements.
- Assisted in report writing and coordinated communication with municipal officials.

Tour Guide

ONSCPC – Blida, Algeria | 2021

- Organized and led group religious tours, ensuring safety and smooth logistics.
- Provided cultural guidance and client assistance throughout travel experiences.

EDUCATION

Master of Business Administration (First Year Completed)

University Lounici Ali – Blida 2 | 2022 – 2023

Bachelor's Degree in Business Administration (Management)

University Lounici Ali – Blida 2 | 2018 – 2022

SKILLS

- Operations and Office Management
- Sales Supervision & Business Development
- Team Leadership & Training
- Customer Relations & Service Quality
- Strategic Planning & Problem Solving
- Project Coordination and Reporting
- Multilingual Communication: Arabic (Native), English (Fluent), French (Fluent)
- Adaptability in Dynamic Environments

LANGUAGES

- Arabic: Native
- English: Fluent
- French: Fluent