

Ghazi Ouerghemmi

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PROFILE

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management, relationship-building and communication.

EDUCATION

Bachelor of accounting, in accounting & management

June 2019

School of finance & taxation, Sousse, Tunisia

SKILLS

- Mastery of Microsoft office (Word, Excel, PowerPoint)
- Good math skills
- Cash handling expertise
- Excellent communication skills with a focus on team-building and customer relations
- Long experience as a Forex Cashier
- Outstanding organizational, multitasking and problem-solving abilities

WORK EXPERIENCE

Gas station Manager

November 2021 – January 2024

OLA ENERGY, Raccada, Kairouan

- Supervise and coordinate the activities of gas station staff, including hiring, training, scheduling, and performance management.
- Ensure excellent customer service by greeting customers, addressing inquiries and concerns, and resolving complaints promptly.
- Manage inventory levels of fuel, convenience store items, and other products, and reorder supplies as needed.
- Monitor and analyze sales and expenses, prepare financial reports, and develop strategies to improve profitability.
- Oversee cash handling procedures, including reconciling cash registers and depositing funds in the bank.
- Maintain cleanliness and organization of the gas station premises, including fuel pumps, convenience store, restrooms, and parking lot.
- Ensure compliance with safety regulations, including proper handling and storage of fuel, maintenance of equipment, and implementation of safety protocols.
- Implement marketing strategies to attract customers and increase sales, such as promotions, signage, and loyalty programs.
- Monitor and enforce compliance with environmental regulations and waste disposal procedures.
- Foster a positive work environment by promoting teamwork, communication, and employee engagement.

Forex Cashier

October 2020 – October 2021

MY CASH Foreign Currency, Kairouan, Tunisia

- Recorded amounts receive and prepared reports of transactions
- Process currency exchange transactions using electronic systems or manual processes.
- Proficient in exchanging 24 different currencies.
- Provide excellent customer service by assisting customers with their currency exchange needs.
- Performed all duties as assigned by supervisor

Foreign Exchange Cashier

June 2019 – august 2020

DÖVIZ Foreign Currency Sousse, Tunisia

- *Maintain knowledge of current exchange rates for various currencies.*
- Adhere to company policies and procedures regarding currency exchange and financial transactions.
- Handle cash transactions, including counting and verifying currency.
- Maintain a cash float and follows balancing and reconciling procedures.
- Prepare daily sheets close of each business day.

Cashier

May 2018 – November 2018

LC WAIKIKI Sousse, Tunisia

- Work effectively with supervisors and co-workers.
- Demonstrate consistent and effective sales techniques.
- Complete transactions by greeting each guest, identifying the guest's request, operating point- of-sale terminals making change accurately.
- Ensure the security of all cash, receipts.

LANGUAGE COMPETENCES

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- English: fluent (speaking, reading, writing)
 - French: native language
 - Arabic: native language