






Ilias Ghailan

CONTACT DETAILS

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16/04/1994

COMPÉTENCES

- Strong oral and written communication skills
- Demonstrates a high level of personal motivation
- Very high organisational capacity
- Great curiosity
- High learning capacity
- Great interpersonal and listening skills
- Customer management and satisfaction

LANGUAGE SKILLS

- Native French level
- Very good level of English
- Very good level in Arabic
- Average level in Dutch
- Basic German level

Very ambitious, with experience in sales, marketing and advertising and customer management. Expertise in market analysis and customer needs assessments.

PROFESSIONAL EXPERIENCE

September 2017 - February 2018

product manager - *FashionFourSeasons*, Lille, Ronchin

- Online product placement
- Price placement according to margin
- Creation of content on the site
- Order management
- Creation of Facebook advertising
- Complaints management and customer feedback

October 2018 – Current

stockbroker, money transfer agent and promoter - *Moneytrans*, Brussels

- Offering an exceptional level of service to each customer by responding to concerns and providing answers.
- Promote Moneytrans' new financial products (Smile account, Easycard, etc.).
- Purchase and sale of foreign currency based on daily rates.
- B2C trading for buying and selling currencies.
- After-sales service where customers leave with a smile.
- Always keep compliance in mind when dealing with international shipments.

January 2017 - Current

purchase and resale of second-hand goods - *independant*, Brussels

- Regular negotiation to get the best prices.
- Multimedia product expertise.
- Mandated by clients to find the best offers on the market and under the best conditions.
- Regular analysis of guarantee documents and invoices.

FORMATION

Janvier 2020

Marketing management

Instituto Português de Administração de Marketing IPAM, Porto

Janvier 2020

Marketing

Practical School of Higher Commercial Studies EPHEC, Brussels

Janvier 2015

CESS economic and social sciences

French community of Belgium, Brussels