

Abdelhakim EL AMRANI

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Professional Summary

Multilingual sales and administrative professional with over 10 years of international experience in customer service, logistics sales, and business development. Proven track record in managing client relationships, coordinating export-import operations, and handling international sales processes. Skilled in CRM systems, negotiation, and cross-border communication. Quick learner, team-oriented, and solution-driven.

Core Competencies

- Customer Service & Client Relations
- International & Domestic Logistics
- B2B Sales & Negotiation
- CRM & Administrative Management
- Export Documentation & Coordination
- Team Collaboration & Conflict Mediation
- Fluent in English, French, Spanish, Arabic

Professional Experience

Auxiliar Administrativo – Sava Logistic Company

Terrassa, Oct 2024 – Dec 2024

- Managed national and international transport quotations
- Handled CRM updates and client communication
- Coordinated delivery tracking and issue resolution with drivers and partners
- Assisted in pricing and international road freight documentation

Business Development Manager (Freelance)

Remote – Canada & Portugal

- Led cross-border residence and visa consultancy services
- Managed client relationships and process coordination

Business Manager – WWICS Group

Casablanca, 2018 – 2019

- Provided international clients with immigration solutions
- Coordinated legal documentation and procedural follow-ups across Spain, Portugal, UK, USA

Sales Manager – Maha Beach

Tangier, 2012 – 2018

- Generated and closed regional property sales
- Managed customer relations and provided after-sales support

Administrative & Sales Manager – Stirling Mortimer

Tangier, 2010 – 2012

- Coordinated real estate investments across Morocco, Spain, and Cape Verde
- Administered client documentation and maintained investor communication

Sales Agent – Compass Properties

Tangier, 2005 – 2010

- Managed international client portfolios (UK, France, US, South Africa)
- Facilitated property sales and client logistics

Receptionist – Dawliz Resort

Tangier, 2004 – 2005

- Provided front desk support and multilingual customer service

Education

Administrative and Financial Management of International Trade

FIAAC Academy, Terrassa – 2024

Hospitality and Tourism Technician

Erfoud Institute, Morocco – 2002–2004

Languages

- Arabic & Tamazight: Native
- English & French: Advanced
- Spanish: Fluent
- Catalan: Intermediate
- German: Basic

Volunteering

ACAU Foundation, Terrassa

Oct 2021 – Dec 2023

- Weekly collaboration with the local Food Bank