AMANI HAMADI

Istanbul, Türkiye • +90 506 371 64 06 • hamadiamani8@gmail.com

SUMMARY

Multilingual professional with experience in sales, business development, operations, and customer support across education and corporate sectors. Skilled in B2C sales, client relationship management, and organizational coordination. Strong background in communication and translation, with fluency in Arabic, French, and English and working knowledge of Turkish. Adept at fostering collaboration, enhancing customer satisfaction, and contributing to business growth in dynamic environments.

WORK EXPERIENCE

Patient Care Responsible

DentSpa Clinic – Istanbul, Türkiye | 2025

- Resolved patient concerns professionally, escalating cases when necessary
- Ensured consistent communication via phone, email, and WhatsApp channels
- Monitored patient progress and collected feedback to enhance service quality
- Supported international patients with translation and communication when needed

Operations Officer – Customer Service & Support

Mastery Academy – Istanbul, Türkiye | 2024 – 2025

- Managed cross-departmental communication and organizational workflows.
- Coordinated travel arrangements, scheduling, and logistics for educational programs.
- Provided customer support to participants and partners, ensuring smooth operations and high satisfaction.
- Supported B2B coordination with clinics, partners, and suppliers.

Sales Representative – B2C

Mastery Academy – Istanbul, Türkiye | 2022 – 2024

- Conducted direct sales of dental education programs to international participants.
- Provided guidance and follow-up to prospective students, achieving consistent sales targets.
- Maintained client relations before and after enrollment to support loyalty and referrals.
- Assisted marketing team with customer feedback to improve outreach campaigns.

Business Developer

Emploi Partner – Algeria | 2021 – 2022

- Supported business development activities in recruitment services.
- Built and maintained client relationships to expand company portfolio.

Intern – Customer Service Department

Algérie Télécom – Algeria | 2020

- Assisted customers with inquiries and service requests.
- Gained practical experience in telecom operations and client support.

EDUCATION

MBA in Business Administration

Nişantaşı University – Istanbul, Türkiye | 2022 – 2025

Master's Degree in E-Business

Higher School of Management and Digital Economy – Tipaza, Algeria | 2019 – 2022

Undergraduate Diploma in Management

Higher School of Management – Tlemcen, Algeria | 2017 – 2019

ADDITIONAL INFORMATION

- **Languages:** Arabic (native), French (fluent), English (fluent), Turkish (basic)
- **Technical:** MS Office Suite, Google Workspace (Docs, Sheets, Slides, Drive), CRM tools, Email marketing (Brevo), Social Media Management
- **Core Competencies:** B2C Sales, Customer Support, Business Development, Operations Management, Event Coordination, Translation
- Adaptability, Active Listening, Problem-Solving, Teamwork & Collaboration, Time Management, Continuous Learning, Multicultural Awareness