

# ABOUT ME



**Anouar Ouriaghli**  
Customer Service Desk Controller  
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We are very pleased to introduce Anouar Ouriaghli, the Customer Service Desk Controller for ChromaScape EMEA. Anouar oversees the administration of all customer inquiries, including order processing and follow-up through delivery. He is dedicated to solving customers' problems and concerns, as well as monitoring and resolving any arising issues all while actively working on process improvements. He communicates with partners, including warehouses and Odyssey, striving to build relationships. Additionally, he ensures alignment with sales to maintain coordinated direction and goals.

Anouar brings extensive experience to his role. In past positions, he worked closely with the sales team to ensure smooth administration of all customer inquiries regarding material availability, lead times and potential bottlenecks. He maintained customer offers and tendering activities in SAP, resolved or escalated order and logistics-related issues and proactively communicated changes to customers and relevant parties. Anouar recorded customer complaints in the quality management system and handled customer order processing according to specified processes. He managed the entire trading cycle of materials, monitored all order types and tracked orders, checked, monitored, and released orders with delivery blocks, organized the return of goods, and created debit and credit notes.

Anouar holds a Bachelor of Science in Business and Economics from Carlos III University of Madrid in Madrid, Spain and Umeå University, Umeå, Västerbotten. Sweden. He also holds a Master of Informatics in IT Management from Gothenburg's University, Gothenburg. Sweden.

Anouar enjoys spending time with his four-year-old daughter, traveling with her, dining in restaurants, socializing with friends and going to the gym.

## Top Skills:

Multilingual (German, Swedish, English, Arabic, Spanish and Norwegian) • Project Management • Research • Organization

## Experience:

Archroma Distribution and Management Germany GmbH: **Customer Service Coordinator Nordics, Baltics, The Netherlands and Eastern Europe**

Falken Tyre, Offenbach am Main: **Customer Service Coordinator Nordics and Baltic**

Hemsley Fraser: **Project Manager Northern Europe for Rolls Royce**

COBI GmbH: **Coordinator International Customer Service Support & Showroom Manager**

Arvato & Bertelsmann: **B2B Customer Service Representative**

Bisnode Credit: **Sales Consultant**

