**Gulfjobseeker.com CV No:** **1302282**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

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| **PERSONAL SUMMARY**  A confident and assertive individual who is able to create a welcoming personal environment for all retail customers. Walid is customer service driven and able to deal with shoppers on a face to face basis in any fast paced retail environment. He has high energy levels and is able to operate efficiently with a subtle and persuasive manner. He is flexible about shifts, has a track record of coming up with innovative solutions to problems and is more than willing to roll her sleeves up to get things done. Walid is very ambitious & is now looking for a suitable sales assistant role with an exciting company where he will be at the heart of the action  **AREAS OF EXPERTISE**  ** Sales  Customer service  Cost control  Retail industry**  ** Customer needs  Marketing** | |
| **WORK EXPERIENCE** | |
| |  |  |  | | --- | --- | --- | | Oct 2011 - Present | **Carrefour WAFI MALL** | **Health care city, Dubai, UAE** | |  | ***Senior sales man& cashier (supervisor )***   * Greeting & welcoming all potential and existing customers to the store. * Matching the customer’s needs to the right product. * Willing to approach customers and able to close a sale. * Working as part of the sales team providing excellent customer service. * Taking customer payments in cash or via credit cards. * Excellent product knowledge. * Occasionally negotiating with customers on price. * Dealing with and resolving customer complaints and concerns. * Building a great rapport with customers. * Having team meeting and sharing best practice ideas with colleagues. * Adherence to all Company policies and procedures. * Maintaining very high merchandising standards. * Analyzing sales statistics and determining sales potential & inventory requirements. | | | |
| |  |  |  | | --- | --- | --- | | December 2009 – May 2011 | **ADIDAS SHOP** | **Hbib Bouguiba,Tunisia,** | |  | ***Senior Sales man (supervisor)***   * *Being attentive to every customer’s needs.* * *Answering telephone calls, conveying messages, and monitoring the flow of e-mails from the store website* * *Ensuring goods are well displayed.* * *Receiving goods from suppliers.* * *Performing clerical and administrative duties to support the sales manager.* * *Ensuring that all customers are welcomed in an appropriate & timely manner.* * *Achieving sales targets set by the company and Sales Manager.* | | |  |  | | | |
| |  |  |  | | --- | --- | --- | | October 2007 - Sep 2008 | **ZARA SHOP** | **Lavenue,Tunisia, Tunisia** | |  | ***Sales man (team leader)*** | | |  | * A strong team player. * Always polite and helpful. * Possessing plenty of patience. * Resourceful, well organized, highly dependable, efficient and detail oriented. * Physically fit, having plenty of stamina and able to stand for long periods. * Assisting shoppers to find what they are looking for. * Making sure the shop looks good and is ready for the day’s trading. * Can work independently, multi-task, and take ownership of various parts of a project or initiative. * Creating eye catching and dazzling shop displays. * Willing to work irregular hours to cover busy periods.   **KEY SKILLS AND COMPETENCIES**     * Can easily settle in to any role & take over the management of an existing client base. * Conducting accurate market research. * Able to keep up a continuous high rate of cold calling potential customers. * Evaluating marketing campaigns. * Able to build relationships with customers. * Confident and able to take the initiative. * Getting feedback from customers. * Tactfully handling any complaints. * Able to make professional sales presentations & product demonstrations to audiences. * Building and maintaining positive working relationships with key decision makers. | | | |
| **EDUCATION** | |
| |  |  |  | | --- | --- | --- | | **Sep 2003 - Jun 2006** | University of high technology | **Tunisia, Tunisia** | |  | ***High diploma of technical, Bachelor(BSc/BA)*** | | | |
| |  |  |  | | --- | --- | --- | | **Sep 2000 - Jun 2003** | Bachelor degree of technical | **Tunisia, Tunisia** | |  | ***Bachelor(BSc/BA)*** | | | |
| **OTHER CERTIFICATES** | |
| |  |  |  | | --- | --- | --- | | **TRAINING** | Association for Project Management (APM) or Project Management Institute (PMI) | **Ministry of education, Tunisia** | | |
| |  |  |  | | --- | --- | --- | |  |  |  | | |
| |  |  |  | | --- | --- | --- | |  |  |  | | |
| **IT Skills** | |
| |  |  | | --- | --- | | * **Windows & Microsoft Office** | | |  |  | | * **Networking & Hardware** | | |  |  | | |
| **LANGUAGES** | |
|  | |  |  | | --- | --- | | ** Arabic** | Native(Spoken and writing) | |
|  | |  |  | | --- | --- | | ** English** | Fluent(Spoken and writing) | |
|  | |  |  | | --- | --- | | ** French** | Fluent(Spoken and writing) | |
| **COMMENTS** | |
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I am really eager to inform you of my intentions and love to explore and apply for employment opportunities within your organization. The attached resume will furnished you with details concerning my professional back ground, which includes my previous jobs. I would appreciate the opportunity to meet with you and to discuss your organizational needs and objectives and my abilities to fulfill them. Thank you for your time and considerations in reviewing my resume. I look forward to hearing from you in the near future to discuss any opportunities you will find me suitable to support within your organization.

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| **Personal details& skills** |

* **Date of birth: 31/07/1981**
* **Nationality: Tunisian**
* **Status: Single**
* **References: Available upon request(i can joined immediately)**

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| **DECLARATION** |

I hereby declare that the above-mentioned is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**THANKS FOR YOUR CONCERN**