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| C:\Users\KARSEL\Desktop\hossam CV\hossan 1.jpg**HOUSSEMEDDINE****HOUSSEMEDDINE.328096@2freemail.com** |  |
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| **PROFESSIONAL PROFILE** |
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| As a highly motivated person, I have more than five years of proven track record in sales and customer service. I worked in high value environment such as MAF Carrefour and Midcom group. Seeking a position in sales and Customer Service where my experience and potential knowledge will be further developed and utilized. |

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| **SKILLS** |
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| **Sales** | Results orientated, confidence in own abilities, achieving results, client retention, initiative |
| **Customer Service** | Communicative, good listener, solution finder, relationships builder, very sociable, confident and authoritative speaker, personal ambition |
| **Computer** | Windows XP/7/8, OFFICE |
| **Personal** | Strong sense of teamwork, ability to follow instructions, ability to work well under pressure, outgoing and friendly personality, genuine care of other’s needs, influencer... |
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**EXPERIENCES** |
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| Image result for Onesto FZE DUBAI**MIDCOM GROUP****(Onesto FZE DUBAI)** **Mars 2016 - Up to present****Position Title : Sales Executive** * Responsible in achieving the business targets through effective and efficient administration of the company.
* Plan, execute and manage the selling of Mobile Items.
* Make initial customer contact through visits or calls.
* Formulate business proposals according to customers’ business needs.
* Making presentations, submitting quotations and signing contracts with corporate clients.
* Handling tasks of monitoring and organizing creative requests submitted to the sales & marketing team.
* Representing the organization at trade exhibitions, events and roadshows.
* Provide good customer services as the major task to acquire more business.
* Managing, arranging and checking the stock.
* Build meaningful relationships within the company and outside.
* Challenge objections in order to get the customer to buy a product.
* Check the quantity and the quality of the products prior to delivery.
* Prepare sales reports by analyzing and summarizing the weekly sales and report it to the manager.

Image result for MAF RETAIL**CARREFOUR MARKET****MAJID AL FUTTAIM****August 2014 – February 2016****Position Title : Team leader in Daily & Dairy Section** * Lead cross-functional teams, share best practices, ideas, approaches, know-how, cross-Selling opportunities, and market-knowledge among the teams.
* In charge in doing the inventory and ordering of items in the section.
* Ensure that proper hygiene has been observed.
* Managing, arranging and checking the stock on the display if all are clean and fresh.
* Ensure all store sales and promotions are implemented
* Place price tags on items and ensure pricing is correct.
* Marketing new sales and special events like promotions and discounts.
* Attend to general inquiries and provide information on company services, excellent

Customer service through prompt resolution of issues and concerns.* Prepare and uphold confidentiality of correspondences, documents and reports
* Complies with the Visual Merchandising standards by maintaining attractive and fresh

Merchandise presentation using proper signage and fixtures.* Ensures proper customer service at all times and attends customer needs all the time.
* Team up with co-workers to ensure proper customer service
* Responsible for the proper handling of merchandise to avoid damage and spoilage and

That, proper measure are taken to prevent pilferage and shrinkage.* Performs other functions as may be assigned by immediate superior from time to time.

Image result for orange mobiles**ORANGE TUNISIA****August 2012 – July 2014****Job Title : Sales Executive** * Offer a friendly greeting, smile, and make eye contact with customer
* Ask open ended questions about customers’ projects in order to determine their needs and level of expertise
* When necessary, handle several customers at once – multitasking
* Thank customers for shopping at The Store.
* Follow up with customers via telephone when appropriate. Applied initiative to immediately act upon issues to achieve a resolution.
* Effectively communicated transport requirements to clients over the phone, in writing and in person as well as cleated freight requirements with operational staff.
* Managed and created appointments for fellow Sales Executives and Managers.
* Built strong rapport with clients and stakeholders over the telephone and in person.

Image result for exist fashion**EXIST (TUNISIA)** **June 2011 – July 2012****Job Title: Sales Advisor*** Greet and assist customers to ensure all needs are met.
* Address customer questions and provide information on policies and procedures
* Maintain clean and orderly checkout areas
* Establish or identify prices of goods and services and tabulate bills using calculators, cash registers, or optical price scanners
* Professionally resolve customer issues or complaints
* Ensure a positive experience for all customers
* Sell solutions and then back them up with top-quality service
* Build effective relationships with workers, clients, and strategic partners
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| **EDUCATION BACKGROUND** |
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| **2013** | **Science baccalaureate (Fayala High School)** |

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| * **Arabic**: mother tongue
* **English**: Fluent
* **French**: Fluent
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| **REFERENCES** |
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A list of references will be provided upon request