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| C:\Users\KARSEL\Desktop\hossam CV\hossan 1.jpg**HOUSSEMEDDINE**  [**HOUSSEMEDDINE.328096@2freemail.com**](mailto:HOUSSEMEDDINE.328096@2freemail.com) | | |  |
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| |  | | --- | | **PROFESSIONAL PROFILE** | |  | | 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. | | | | |
| |  |  |  |  | | --- | --- | --- | --- | | **SKILLS** | | | | |  | | | | | **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... | |  |  |   **EXPERIENCES** | | | |
|  | | | |
| 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 | | | |
| **EDUCATION BACKGROUND** | | | | |
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| |  |  | | --- | --- | | **2013** | **Science baccalaureate (Fayala High School)** | | | | | |
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| **REFERENCES** | | | | |
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A list of references will be provided upon request