|  |
| --- |
| **Tarkhani**  [**Tarkhani.331586@2freemail.com**](mailto:Tarkhani.331586@2freemail.com)    **Visa status : transferable visa**  **Nationality : Tunisian**  **Experience : 4 years**  **Application field : Customer service,sales,advertising,**  **C:\Users\HP\Desktop\samir.jpg** |

***objective:***

**Undertake a position within a high caliber company and to meet the expectations of the employer at the highest level possible Work Experience**

***PERSONAL COMPETENCIES***

* *Proven track record of increasing sales and turnover.*
* *Experience of processing sales enquiries to a successful conclusion.*
* *Commercially and operationally minded.*
* *Knowledge of working with brands and their guidelines.*
* *Responding to and comments and resolving customer complaints.*

***WORK EXPERIENCE***

**Employer : BLUE ISLAND TUNISIA**

**Position :** Sales associate

**Duration :** Janvier 2012 – November 2014

**Responsibility :**

* Serve customers using an excellent customer service.
* Handle the cash register including all cash, and credit sales plus refunds and exchanges.
* Order and organize the shop.
* Assist with floor displays for special promotions.
* Providing information to customers to help them select the best products.
* Maintain the display and stock items in impeccable condition.
* Daily tracking and reporting to the shop manager. Balance the till at close of business each day.

**Employer : loukil agency rental car**

**Position :**customer service

**Duration :** December 2014 – November 2015

**Responsibility :**

* A comprehensive understanding of retail laws, security & health and safety issues.
* Completing sales sheets at the end of the day.
* Making sure the store is clean, tidy and safe at all times.
* Creating short and long terms business plans.
* Keeping merchandise orderly and neat in appearance.
* Delivering notes and daily sales reports.
* Good IT skills and knowledge of the latest retail software systems.
* Able to develop staff through performance management

**EDUCATION:**

* *Masters degree accounting*
* *Baccalaureate economical and managment*

**SYSTEMS:**

Microsoft Office (Word, Excel, PowerPoint)

Internet Applications

Outlook Mail.

Material Control

INTERESTS:

Travelling, Music, Tennis

* Good interpersonal skills and strong desire to learn.
* Serious, motivated ,sociable and competent
* Hard working, self motivated and flexible

**SPOKEN LANGUAGES:**

* Arabic: mother tongue
* English: excellent
* French: excellent