

**Sihem**

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***Objective***

Seeking a challenging position in a prestigious Organization, where I can make use of my experience and add upon by positively contributing to the well-being of the Organization.

***Profile***

* Innovative professional with 7+ years of progressive experience in sales and customer service
* Proactive leader with refined business acumen and exemplary people skills.
* Facilitate a team approach to achieve organizational objectives, increase productivity and enhance employee morale.
* Quick study, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies.
* Dedicated, innovative and self-motivated team player/builder.

***Employment History***

**Emirates Vacation Club – Emirates Grand Hotel –Dubai UAE**

**Customer service executive – front desk**

**March 2014 – to date**

* **Meet and greet customers**
* **Dealing with customer requirements needs and complaints on a daily basis**

**Aparel Group – Aldo – Abu Dhabi UAE**

**Assistant sales manager**

**August 2011 - July 2013**

* Responsible to drive business growth, capitalize on new revenue potential, and manage all aspects of daily business operations.
* Develop pricing strategies, client relations, needs assessment, marketing, financial management, purchasing, administration, staff training, supervision, motivation and mentoring.
* Facilitate a team approach to achieve organizational objectives, increase productivity and enhance employee morale.
* reviewed and approved sales deals by all sales associates.

**Jashanmal – kate space New York**

**Assistant sales manager**

**Dec 2013-March 2014**

* Developed the service theme and implemented the sales goals and targets
* Managing shop inventories and stock.
* Conducted training and orientation sessions for the team.
* Arranged all the meetings on a weekly basis.
* Manage all employee relations matters including duty rosters, leave plans and assignments.

**Fatal Group – perfume and Beauty products.**

**Marketing executive and sales Associate.**

**August 2000 – March 2006**

**Tunisia.**

* Achieved monthly and annual sales and profit target as set by the Senior Management.
* Providing regular feedback on market & competitors' activities to the management via regular reporting channels.
* Contributed towards the growth of sales.
* Did all inventories on a weekly basis
* Helped customers to do the right when buying a beauty product or a perfume
* Assisted in sales trainings and marketing planning to achieve the highest goals and biggest targets.

**Adidas Group – Tunisia**

**Sales executive**

**July 2006 – Sep. 2010**

* Responsible to maintain a good and professional relationships with existing customer
* Conducted prospective calls to develop new business prospects.
* Contributed in the delivery of advertising or illustration proofs to customers for approval.
* Assisted with preparation of sales plans , contracts ( in case of whole sale ), media kits, or various other projects assigned.
* Followed-up on leads and prospects phoned into office.
* Assisted the management in implementing company’s marketing/sales goals.
* Adheres to company policies, procedures and business ethics codes.
* Attended and participate in networking groups and events

***Education***

Primary school 1987 - 1992

High school (technical division) 1992 – 1998

Diploma / certificate : professional competence and training center .

***Skills***

**Languages:** Arabic ( mother tongue ), English and French: all written and spoken

**Computer:** Excellent command of MS Word, Excel &PowerPoint

***Personal Data***

**Date of Birth** Sep. 1982

**Nationality** Tunisian

**Marital Status single**

***References are available upon request***