

Contact HR Consultant for CV No: 2043996

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**Personal summary**

A dedicated and enthusiastic individual, who thrives of challenges and working at a fast pace. With over 5 years’ experience working in customer facing roles and a clear understanding of marketing and communication. Constantly motivated and thirsty for success. Able to work well under pressure whilst presenting a positive image to clients and colleagues. Looking to utilize my previous experiences and develop my skills further while supporting their business.

**Key Skills & Qualities**

* Over 5 years’ experience in customer facing roles within various brands from Zara and Castorama
* Over 2 years’ working in the marketing sector as a Marketing executive
* Ability to manage a team with good leadership and delegating skills
* Masters degree in Marketing & Communications
* Advanced in IT (Data manipulation, Content editing and Website Creation) including MS Office, Adobe Photoshop, Adobe Premier Pro and InDesign, Joomla, Wordpress and Wix
* Fluent in English, French and Arabic, Basic in Spanish
* Driving Licence holder

**Employment History**

**House, Inditex Group**

**Sales Assistant**

**November 2015 - Present**

London, United Kingdom

Greeting customers, executing a high level of customer service, accepting deliveries and managing stock room duties, maintaining excellent standards in the stockroom, meeting company standards on the shop floor in accordance to guidelines, fitting room assistance, delegating job roles, training new staff.

**S.A.S Louis**

**Marketing and Sales executive**

**September 2014 – August 2015**

Toulon, France (French Riviera)

Accumulated 1200 fans on facebook page in only 12 months

Successful inauguration (journalist, blogger, celebrities and around 700 people)

Promoted “Thursday after work” via social media. Which was the best Thursday event in the city during 2015. Marketing to target consumer-groups, managing project during event organization (inauguration, shows, sport events), Executive negotiations and presentations, updated professional brand content, SEO, review and verify forecasts and new product launch campaigns, brand projection, business analysis and competitive market research

**Castorama, Kingfisher Group (DIY retail)**

**Department Manager**

**September 2011 – August 2014**

Toulon, France

Responsible for driving all areas of the business, leading teams of 7 sales assistants to deliver results in flooring and tiling department. In charge of merchandising, monitoring and driving a range of KPIs within strict deadlines.

**Castorama, Kingfisher Group (DIY Retail)**

**Sales Assistant**

**September 2010 – August 2011**

Toulon, France

Responsible for ensuring customers enquiries are resolved at first point of contact, maintaining correct pricing on garments, cash handling, floor moves, standards and merchandising.

**CREA’SON**

**Marketing Executive Internship**

**February 2010 – August 2010**

Six Fours, France

Managing market research and developing new ideas for marketing segments, developed computer skills with complete expertise in MS Office suite and data manipulation, brand projection, business analysis and competitive market research. Ability to develop and print promotional material designed to meet the given marketing goals using advanced Adobe Creative Suite (CS6) skills including Photoshop and InDesign. Managing online content for digital marketing campaigns using social network and website via CMS. Joomla!, Wordpress and Wix

**Academic Qualification**

**MBS Toulon-ESA3 Paris**: BSC and MSC in Business management (Marketing and Communication) France 2015

**MBS Toulon-ESA3 Paris:** Dissertation: Retailer’s Brand and Brand Loyalty, France 2015

**Pigier Formation:** BTEC Higher National Diploma (Business Management) Toulon, France 2013

**Lycée Bonaparte:** A-Level (Economics and Sociology) Toulon, France 2010

**Portfolio**

**Languages**

English: Fluent French: Native Arabic: Fluent Spanish: Basic

**Interests**

I’m very passionate about football. I spend my personal time keeping fit with football matches and gym workouts. In my down time I appreciate social media trends, video games and travelling with my friends and family.

**References**

Available on request.