 ***AHLEM***

**EMAIL:** [***AHLEM.362589@2freemail.com***](mailto:AHLEM.362589@2freemail.com)

**Abu Dhabi: United Arab Emirates**

***Personal Data:***

* Nationality: Tunisian
* Date of birth: 10\05\1982
* Gender: Female
* Visa status: Residence Visa
* Marital status: Single
* Religion: Muslim

Work Experience:

* Company Name: **Aston Martin showroom**
* June 2016 till date
* Position: Senior sales executive and customer relations officer
* Responsibilities: Assisting customers, collecting details and saved through system, contacting, E mailing and following up the guests inquiries.
* Scheduling meeting with customers, arranging and confirming appointments test drives.
* Preparing daily reports and following up inquiries.
* Configuring, personalising, confirming requests, and closing deals
* Arranging, preparing Exhibition and events cars movement and display
* **Company Name: CHALHOUB GROUP U.A.E (Abu Dhabi )**

Aug 2015 to May 2016

* Position: Senior Sales Executive; Carolina Herrera in the fashion category
* Responsibilities: greetings and assisting customers, selling (accessories, ready to wear, bags…), preparing reports, target sales achievement, products orders, monthly inventory, handling cashier , display arranging, daily opening and closing tasks.

**Company Name**: **DFS: Duty free Abu Dhabi International Airport**

Nov 2014 to Oct 2015

* Position: Senior Sales executive; Beauty consultant and make-up artist in luxury brand Givenchy (cosmetics, skin care, Fragrances)
* Assisting customers, satisfy their needs, preparing promotions, following up slow moving of products, achieving targets, beauty and facial treatment, loyal customer deals .…
* Company Name :**I.A.C; international Airlines crew**

June 2014 to Oct 2014:

* Position: Responsible of recruitment for flight attendant for different Airlines

The main activities; organizing schedules and assisting candidates on open days and assessment.

* Preparing oral and written tests, schedules for different steps of interviews and feed backs.
* Reviewing profiles , preparing final lists and following up procedures of attending the position
* Coaching and training candidates for initiative.

May 2011 - Nov 2013

Position : senior Sales assistant and beauty advisor /

Dec 2013 - july 2014

* Position: Acting sales supervisor and introducing for assistant Buyer
* Responssabilities: Preparing sales reports , meetings , controlling stuff , E mails checking orders ,knowledge of products , following sales target.
* **Company Name: Duty Free A.T.U TAV; International Airport of Enfidha in Tunisia**
* Position: Sales assistant and Beauty advisor

Responsibilities: Customer service; assistant of customers, selling, advice, reports sales, orders of products, checking targets, inventory.

* **Company Name: Dufry; Duty Free International Airport of Monastir in Tunisia**
* Nov 2008- Oct 2009
* Position: Sales assistant and commercial

Main activities: Selling, controlling products, customer service, cashier, assistance, checking stocks, products, training in selling chic.

**Professional Profile**:

* Success oriented and outgoing with a positive attitude.
* Strong sense of responsibility, self-motivation and team player.
* Good communication skills.
* Flexible, organized and efficient work habits.

**Education:**

Sept 2006 – July 2008

University of Letters arts and Humanities in Mannouba Tunisia

* Master Degree; in History and Archeology of the Mediterranean world and civilization

Sep 2001- jun 2006

Higher Institute of professions Heritage ; University of Tunisia

* Bachelor Degree in History and Geography

**Computer skills:**

* Proficient user of Microsoft Office: Word, Excel, PowerPoint, publipostage
* Typing speed: excellent (Arabic –French - English).

**Key Skills:**

* Excellent Time Management & Communication Skills
* Customer-service orientation and satisfying Needs
* Professional communication skills.
* Handling objections
* Business management skills.
* Team work & Stress management.
* Stock management.

**Languages:**

* Arabic
* French
* English

**Trainings courses**

* Customer service course
* Products knowledge course
* Selling skills course
* DCS training for vehicles system, options,specifications

**Note**

Valid UAE driving license