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**C*URRICULUM VITAE***

***Name a:*** *Mahfoudhi*

*Mahfoudhi.364431@2freemail.com*

*Tunisian and Omani drive license.*

***STUDY :***

***July 2011 :*** *Bachelor Degree in English Language.*

***June 2007 :*** *Baccalaureate of Literatures*

***TRAINING :***

*Participation with success in the Box ‘’Management and Language Academy’’ in the sessions*

***March 2013 :***

*-Sales Techniques*

*-Negotiation Techniques*

***April******2013****:*

*-Costumers Reception*

*-Management of Customer's Claims*

***June 2013 :***

*-Management and Customer's Advising*

*-Loyalty Techniques*

*-Working in Group and Communication Techniques*

*- Leading a working group*

*Participation with success in the Box ‘’Project skills' 'in the sessions :*

***February 2014 :***

*-Sales Techniques*

***March 2014 :***

*- Selling products to Selling services and a comprehensive solution*

*-Sales Practices*

*-Sales Negotiation*

***April 2014 :***

*-Sales Efficiency*

*-Qualified Salesman*

*-The Excellent Salesman in the store*

***May 2014 :***

*-Management of the Conflict*

*-Data Management (Management of The Stock, Billing, Business Services)*

*-Participation with success in the International I raining Center and Study ‘’CIFORE’’ in the session*

*- Practical training business April 2015*

***PROFESSIONNAL EXPERIENCES:***

***From April 2016 until now****: I am working as an ’’ Assistant Mnager’’ in the after sales service in Carrefour Sohar Oman.*

***-Task :****Management of customers complaint, working as a mediator between the customers and the suppliers in order to achieve customer`s satisfaction,  Interacting directly with customers at all stages of the business relationship and providing them with all kinds of queries including warranty and delivery services.*

*In* ***01/01/2013*** *i had worked as a ’’ Cashier and Assistant shop Manager’’ with the Company of ‘’Comfort General ELECTRONABLI’’ (specialized in selling heavy house hold Items Home appliances, goods, TV-HIFI, Mobiles and office Automation)*

***-Task :****Supervising roles, Selling, Selling services , Billing, Management of Customer's Claim , Data Management , Management of the stock,*

*Bills Recovery , Management of a Working Group,  . Reaching sales targets and increasing profits, Dealing with customer service issues*

*such as queries and complaints, Overseeing stock control and receiving orders, Organizing rotas and holidays*

***TECHNICAL COMPETENCES AND FOREIGN LANGUAGES :***

***COMPUTER KNOWLEDGE***

*MS. Office 2016, INTERNET services (e-mail, web,..)*

***FOREIGN LANGUAGES :***

***English :*** *Listening , Speaking , Writing*

***French :*** *Listening , Speaking , Writing*

***Arabic:*** *Listening , Speaking , Writing*