**NASSER**

***Date of Birth:* AUGUST 9, 1987**

***Nationality:* TUNISIAN**

***Civil Status:* SINGLE**

***Address:* Dubai, UAE**

***Email:*** Nasser-395101@2freemail.com

**OBJECTIVE**

**Client advisor position with a dynamic company where I can contribute to maximizing profitability, ensuring customer satisfaction and reaching sales goals. A dedicated sales professional with wide-ranging luxury retail experience who is able to communicate with individuals at all levels in an articulate and persuasive manner. Documented proof of consistently achieving performance standards and sales targets in a challenging retail environment.**

**SUMMARY OF SKILLS AND QUALIFICATIONS*:***

* Dynamic, young and energetic professional with 7 YEARS retail luxury sales experience in UAE
* **Passionately inclined in fashion industries and luxury brands, wide product knowledge in *watches, jewelries, accessories, leather-goods, furs, clothing, shoes, textile and glasses.***
* **Possesses excellent communication skills in Arabic, English and FRENCH (spoken and written).**
* **Creates unique luxury experience tailored to meet and exceed each customer expectation (customer journey).**
* **Keeps top seller position over 2 years at “Fendi” store.**
* **Able to coordinate well in all level of organizations.**
* **Possesses good interpersonal skills and able to build & maintain trusting relationships with high-level clients and colleagues (CRM).**
* **Highly analytical thinking with demonstrated talent for identifying, analyzing, improving, and streamlining complex work processes.**
* **Has experience in team management and motivation tools, stock management, visual merchandising, inventory control, making reports and resolving customers’ complaints**
* Strong business acumen with the ability to execute a wide range of marketing strategies to enhance revenues and profitability.

**EDUCATIONAL BACKGROUND**

***Qualification:* University: IMSET, professional micro-system computer**

 **(French-English-Arabic)**

***University:* institute magrebin des science economic et technologic 2009-2011**

**PROFESSIONAL EXPERIENCE**

**Designation: Client advisor**

***Dates:* JUNE, 2018– July 2019**

*Provided superior customer service to customers and enthusiastically sold fine jewelry*

Ensured proper presentation, organization, storing and replenishment of stock

Gave customers outstanding support by understanding their needs, recommending the right products, services and resolved customer issues as they arose.

Maintained and updated jewelry records, organized inventory reports of the store

**Designation: Client advisor**

***Dates:* January 8th 2014 – december2017**

***Key responsibilities:***

* **Ensures store enacts and is fully compliant with all required administrative procedures according to company guidelines and within deadlines.**
* **Ensures an effective communication of issues and ideas between store and operational management.**
* Having own VIP customer list and celebrities and feature with service response based on customer input, one-to-one solutions to customers' requirements, direct online communications with customer and customer service centers that are intended to help customers solve their issues. It includes the following functions.
	+ **Ensures visual merchandizing displays are always in perfect place and condition.**
	+ **Extensive Stock Management System (Receiving, transfers, shipment, stock refills coordination, monitoring stock levels, stock inventory counting and spot checking, monitoring system updates).**
	+ Giving feedback reports of fast selling items & forwarding the lists to our buyer for reordering.
	+ **Damage In-charge (responsible for product’s repair and damages in coordination to Italy).**
* **Provide personal administrative support to management and the company by conducting and organizing administrative duties and activities including receiving and handling information. (Emails)**
* **Working as an individual and as a team member, fully follows operating procedures, and provides customers with complete service and an enjoyable shopping experience to maximize sales, ensuring that the store is presented to company standards, and that stock loss risks are absolutely minimized.**
* **Being the best spokesman for the products (quality, creativity, history, etc.)**
* **Build client database by acquiring qualitative customer data and the update of the customer database with new customers as well as enhancing relationships with current clients.**
* **Building up a long-term relationship with the customers by constantly follow-up.**

***Designation: supervisor* – oasis center**

***Dates:* 2012 – 2013**

***Key responsibilities:***

* **Creating unique luxury experience tailored to meet and exceed each customer expectation (customer journey).**
* **Contributes to the teamwork by the accomplishment of the goals set by the Store Management.**
* **Creates and develops a positive relationship with the customers, from the first contact to the farewell.**
* **Meet and exceed CRM and retention goals.**
* **Effectively utilizes the Client Book to nurture the relationship with the existing and potential customers.**
* **Implements stock procedures according to company standards and guidelines.**
* **Maintaining daily stock checking procedure, report to the store manager and complete stock orders on time.**
* **Gathering and maintaining the most up to date client information.**

***Designation:* SENIOR PROMOTER**

***Dates:* 2012-2013 (Promoter)**

***Key responsibilities:***

* **Provides prompt support to store management in assisting with store promotions and visual merchandising**
* Demonstrate and provide information on promoted products/services
* **Takes proactive role in establishing and carrying out all company policies including shrinkage control disciplines and programs**
* **Assists in distributing work assignments to Associates and ensures store maintenance, cleaning and appearance is up to company standards at all times**
* **Maintains store-level compliance with company standards of safety, security, facility maintenance, postings/notifications and other administrative duties**
* **Successfully address customer complaints and resolve problems**

***Designation:* COSTUMER RELATION**

***Dates:* 2010 – 2011**

***Key responsibilities:***

* Provided customer service in the hospitality department
* Assisted all customers via phone, digital communication and in-person
* Handled all customers in English, Arabic and French language
* Responsible for attending customer queries, solving problems and providing detailed information on the services provided

***LANGUAGES:***

***English* (fluent) *Arabic* (fluent) FRENCH (FLUENT)**

***COMPUTER SKILLS:***

**Retail-Pro, (POS), 1C Enterprise.**

**MS Office (Word, Excel, Power Point, Outlook), Internet.**

**MICRO SYSTEM COMPUTER PROFESSIONAL**

***Hobbies***

***TRAVELLING***