

**PERSONAL INFORMATION**

**Name: MakhlouF**

**Email address:** [**makhlouf-397397@gulfjobseeker.com**](mailto:makhlouf-397397@gulfjobseeker.com)

**Current Address: Sharjah , UAE**

**Marital status: Single**

**Date of birth: 31-08-1993**

**Nationality: Tunisian**

**Language: Arabic Mother Language, French (Very good), English (Very Good)**

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**PROFESSIONAL EXPERIENCE**

**August, 2018 - Jan 2019**

**Sales Assistant**

**Key Responsibilities:**

* Ensure that each customer receives an outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
* Answering queries from customers and giving advice and guidance on product selection to customers.
* Responsible for dealing with customer complaints and Communicate customer requests and complaints to management.
* Involved in stock control and management.
* Maintained an awareness of all promotions and advertisements.
* Reporting discrepancies and problems to the manager.
* Assist in floor moves, merchandising, display maintenance, and housekeeping.
* Assist in processing and replenishing merchandise and stocking shelves with merchandise.

**July , 2017 – July 10, 2018 Carrefour ( Tunisia)**

**Sales Executive**

**Key Responsibilities:**

* Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner with quality and customer service standards.
* Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives and following up on customers' requests.
* Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times in alignment with the brand's image and coordination standards.
* Handle cash register and transactions with the customers in an effective and accurate manner as required.

**Jun 2016 – Jun 2017 Fatales ( Perfume )** **(Tunisia)**

**Sales Promoter**

**Key Responsibilities:**

* Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner with quality and customer service standards.
* Demonstrate and provide information on promoted products/services.
* Create a positive image and lead consumers to use it.
* Identify interest and understand customer needs and requirements
* Keep areas neat while working, and return items to correct locations following demonstrations.
* selling Perfumes in mall .

**January 2015 – May 2016 Mosrara Fashion (Tunisia)**

**Sales Associate**

**Key Responsibilities:**

* Welcoming and handling customers with the regard (in the boutique, on the phone, by mail and during events)
* Adapting handling style to each client need in order to offer the appropriate service Advising and convincing according to the “Mosrara Circle” principle.
* Seeking and following up on new customers (local and international)
* Building up the customer database, using Welcome cards for customers and prospective customers.
* Checking that all products are correctly handled and priced.

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**SUMMARY**

* A self-starter, quick learner and able to handle multi tasks and.
* Excellent command on both written and spoken communication.
* Ability to develop, execute, coordinate, analyst and recognize problems.
* Excellent sales techniques and customer service skills.
* Excellent team player, self-motivated and proactive.
* Good organizational skills.

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I hereby certify that the above information mentioned is true and correct.

Sincerely,

**MAKHLOUF**