

## CURRICULUM VITAE

### **Ridha Zaghdoudi**



**Nationality:** Tunisian

**Marital status:** Married

**Visa Status:** Transferable

***Valid Qatari Driving License***

**Cell Phone:** 50395443

**E-mail** : [ridha331@hotmail.com](mailto:ridha331@hotmail.com)

**Education level:** Baccalaureate Degree In Economic Management

### **Education**

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**June 1997:** Baccalaureate Degree in economic management

### **Experiences**

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**September 2021 to Present**  
**Merchandiser – Winner for Food Staff.**

- Marketing the product to the malls.
- Check all our products (expiration date, product validity, available quantity)
- Make the inventory.
- Make the orders.
- Organize the display of our product

**Aug 2016 to July 2021**

**Van Delivery Driver – Planet Medical Center & Amazon Diet Center (Qatar)**

- Deliver high-quality products to our customers in a safe and timely manner.

- Follow delivery driving routes and time schedules
- Load and unload items from vehicles.
- Review orders before delivery to ensure that orders are complete.
- Analyze delivery address, determine appropriate routes and maintain schedule (use Google Maps/Waze).
- Communicate with customers by phone/WhatsApp to update them of time of deliveries if there have been issues or changes to their estimated time of arrival.
- Maintain communication with management to be informed of any change of delivery, route or schedule.
- Establishes and maintains outstanding relations with customers.
- Keep company vehicle clean and ensure it is well-maintained and is ready to drive.
- Notify supervisors about any major repairs and maintenances.
- Follow local and state driving laws and road regulations.

**Nov 2014 – Jun 2016;**

**Supervisor – Nnsak Hospitality (Qatar):**

- Supervise cleaning crew employees.
- Ensure employees are managed efficiently
- Organize daily transportation to and from worksites.
- Coordinate the schedule of all staff with the customers.
- Ensures that quality work is maintained at each site.
- Monitor the work performance of cleaners and provide coaching and other feedback to further develop the individual's skills.
- Ensures health, safety and wellbeing of consumers and site.

**Mar 2014 – Sep 2014**

**Agent customer services: Ooredoo Telecommunication**

- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.

**May 2011 – February 2014;**

**Head Baker – Mandara Restaurant (Qatar):**

- Measure ingredients, prepare and bake bread, Sandwiches, cakes, bread, pizza...
- Open the restaurant every morning.
- Take orders from customers over phone or in person and coordinate pick-ups.

- Operate cash register and assist customers in finding product they were looking for.
- Arrange the display case in an appealing manner.
- Maintains cleanliness and organization in all work areas.
- Order more supplies.

**Dec. 2002 - May. 2006:**

**Sales Assistant - Rayhan Perfumes Comp. – Kiosk in Tunis City Mall (Tunisia)**

- Advise customers on the quality and benefits of various products.
- Personalized care and attention to customers and meet the customer needs.
- Manage new stock arrivals, merchandising, display and communication to customers on new stock arrivals.

**Computing Skill**

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- MS Office, browsing internet.
- Telephone Skills

**Languages**

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- **Arabic** : Native
- **English** : Good
- **French** : Excellent