



# Akrichi Samir

## Professional Experience And Significant Achievements

### TARDINI AL HAZM MALL

Luxury sales executive (VIP), QATAR, 2017

- ▶ Assisting Account Executives in the preparation of proposals and presentations
- ▶ Demonstrate ability to assist customers in choosing the right outfit in a professional way Initiates required action for response to customer service request
- ▶ Serving customer at the sales counter
- ▶ Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers Handling customer complaints in a calm manner
- ▶ Able to easily build a rapport with customers Willing to work on a shift basis including evenings and weekends
- ▶ Always smartly dressed, articulate and presentable
- ▶ Ability to make ownership of issues and to work alone with little or no supervision
- ▶ Extremely organized with a high level of attention to detail Ability to respond to time frames and deadlines with pace
- ▶ Good people skills and able to work as part of a team
- ▶ Computer literate (Word- Excel-Access-Power Point -Publisher -Internet)
- ▶ Measurement experience

### BLUE ISLAND

Sales advisor, TUNIS, 2014

- ▶ Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.
- ▶ Processing returns and refunds as required in line with company procedure Occasionally being responsible for the store's security including being its key holder
- ▶ Using the stock management system to log, check, locate and move stock both in and out of the store
- ▶ Responsible for the daily management of the till in the absence of the senior members Ensuring that all areas are clean and adhere to the company's clear floor policy and health and safety requirements Making sure that any item which is removed from a display column is replaced immediately after a sale
- ▶ Managing cash and payment systems in accordance with company procedure and policies

### EMOTION Cosmetic and perfumes

Salesman, TUNIS, 2011

- ▶ Launching incentive programs to generate and increase sales
- ▶ Coordinating and supervising the day-to-day sales efforts of the team.
- ▶ Training and coaching team members on selling techniques.

### LIBRARY FIRAS

LIBRARIAN, TUNIS, 2009

- ▶ Customer's data file ( Number – Sizes – Requests)
- ▶ New system for new shipment receiving
- ▶ The best seller in the shop

### CHALLENGE TUNIS

Salesman, TUNIS, 2007

- ▶ Greeting customers in a polite and friendly manner
- ▶ Proven ability answer customers question and give information regarding the business procedures and policies in an exact and customer – Friendly way
- ▶ Assist in floor moves, merchandising, and help visual team to display the items according to the brand standards
- ▶ Assist in processing and replenishing merchandise and monitoring floor stock

## HOBBIES

Sports  
internet and technology  
Documentaries

## INFORMATION

+216 51 746 241  
Moertez@gmail.com  
Ben Arous, Tunisie  
birth : 11/12/1979

## Areas Of Expertise

### Reporting

### Window dresser

### Customer satisfaction

## Retail Customer Service

Self – motivated with a proven ability to develop and strengthen management teams in order to maximize company profitability and efficiency. Experienced leading and growing all sectors of a business to make it a dynamic and progressive organization. Possessing excellent communication skills and able to establish sustainable and profitable relationships with customers and suppliers .

## Professional Development

2000: Baccalaureate

2004: Graduate University  
Study of law Undergraduate

2007: Patent Technician  
Professional Computer

2008: Master in Law

## LANGUAGES

o Arabic Excellent Spoken & Written communication  
o English Good Spoken & Written communication Skills  
o French Good Spoken & Written communication Skills  
o Italian Good Spoken & Written communication Skills