

# HOUSSEM EDDINE BEN HAJ ALI

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**Address:** West Bay Doha, Qatar



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## CAREER OBJECTIVE:

To obtain a position that will enable me to use my strong organizational skills, award-winning educational background and to work in more challenging and dynamic environment to be able to use my expertise to grow along with the organization.

## SUMMARY:

Not only very professional, self-motivated and enthusiastic, with drive determination of Sales and Negotiation skill, a Customer service representative, and a proven ability to ensure that a company operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability looking forward for a new and challenging position, which will make best use of my existing skills and experience.

## CAREER HISTORY:

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### STARLINK QATAR OOREDOO TELE COMMUNICATION

**Tele sales and Customer Service 2022 – up to present**

- Sales Ooredoo telecommunications products
- customer service inbound 111
- Guide customers on available Ooredoo products
- Ensure proper recording and closure of all issues
- Follow up complaint status with the concerned department

### SPARKLEAN QATAR

**Sales Executive: June 2021 – 2022**

- Sales and Anticipate customer demands
- Ensure the good service quality and the good demonstration and negotiation

### AL JABER JEWELLERY AND WATCHES - QATAR

**Sales Advisor: 2018- May 2021**

- Al Jaber Watches Sales Advisor
- Kybun switzerland Sales Advisor
- Providing outstanding customer service.
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### AL MAIDA HOSPITALITY - QATAR

**Supervisor: 2017-2018**

- Deputizing in the absence of the Restaurant Manager.
- Responding to customer complaints and ensuring the customers

## **INDEX TUNISIA**

**2014 - 2017**

**Sales Advisor : Pull & Bear**

**Senior stock Agent : Massimo Dutti**

- A sales advisor professional guiding with customers in making informed purchases
- Providing product information and personalized recommendations
- Playing crucial key role in improving the customer experience
- Expertise helps drive sales

## **TUNISIAN TRAVEL SERVICE ( Nouvel – Air line )**

**Sales Advisor 2013-2014**

- Preparation and submittal of Sales proposals and materials
- Register, propose, organize and booking travels and hotels
- Responding to customer demand and complaints

## **CORINTHIA BAB AFRICA HOTEL**

**Front office Agent 2012-2013**

- Makes the check in-out: administrative procedures at the arrival of the VIP guest
- Communicates with other departments (housekeeping, F & B, technical) Edit reports, statistics.

## **ORANGE TELECOM**

**Customer Service – Tele Sales 2010-2012**

- Answer calls 1150 and response to customers demands
- Guide customers on available orange telecom products
- Ensure proper recording and closure of all issues
- Follow up complaint status with the concerned department

## **TRAINING AND SEMINARS:**

- Certificate in Business Creation and Entrepreneurs Training
- Customer service
- Hospitality and tourism service
- Travel Agency training, Amadeus, Booking Hotels System...
- Management System TGT

## **EDUCATION ATTAINMENT:**

- **UNIVERSITY DEGREE:** LICENCE MANAGEMENT AND HOSPITALITY  
University of Carthage IHET TUNISIA 2006 -2011
- **BACCALAUREATE ECONOMICS AND MANAGEMENT**  
LAGOULETTE, TUNIS (2007), HIGH SCHOOL 2 Mars 1934