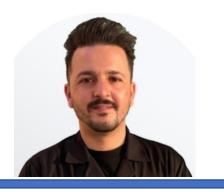
HOUSSEM EDDINE BEN HAJ ALI

Mobile Number: 0974 77256680 Email address: houssem.tts@gmail.com Address: West Bay Doha, Qatar



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:

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.

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 crustal 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