



CONTACT ME

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EDUCATION

Bachelor's degree in Economics

University of Jendouba

Faculty of Legal, Economic and Management Sciences, Jendouba,

2003-2006

COURSES AND TRAINING

- Restaurant cashier 2010

SKILLS

- Team Leadership
- Sales Strategy Development
- Performance Management
- Customer Relationship Management
- Market Research
- Data Analysis
- Communication
- Problem Solving
- Negotiation
- CRM Software Proficiency
- Time Management
- Microsoft Office

PRIZES AND REWARDS

- Employee Of Year 2019 2019
- Appreciation Award 2021-2022

LANGUAGE

- Arabic: Native
- French: Native
- English: Very Good

Haythem Abbassi

Sales supervisor | Duty Manager

Summary

Experienced and self-motivated Sales supervisor with 5 years of industry experience overseeing sales figures and new account developments. Bringing forth a proven track record of working collaboratively with sales teams to achieve goals, increase revenue gains, and advance the sales cycle of the company. A strong leader with the ability to increase sales and develop strategies to retain customers.

WORK EXPERIENCE

Sales supervisor

2020-2023

Midas Furniture I Doha

- Partnered with cross-functional teams to ensure accurate and timely delivery of products and services to customers
- Built relationships with key customers and stakeholders to increase customer loyalty and satisfaction
- Analyzed sales data to identify trends, develop action plans, and optimize sales performance
- Developed and coached a team of sales professionals, resulting in a 15% increase in employee productivity
- Developed and monitored sales targets and objectives, ensuring that quotas were met and exceeded
- Trained and mentored sales representatives on effective sales techniques, resulting in an increase in sales closures by 20%
- Developed and implemented a sales playbook that standardized sales techniques, resulting in a 22% improvement in sales conversion rate

Sales Representative

2018-2020

Armada Retail Concept I Doha

- Consistently exceeded monthly and quarterly sales targets by 20]% through a combination of prospecting, cold calling, and nurturing existing client relationships.
- Conducted product demonstrations and presentations to potential clients, effectively communicating the value proposition.
- Developed and maintained a deep understanding of the company's product line, industry trends, and competitors to provide informed recommendations to clients.
- Negotiated and closed deals, working closely with clients to address objections and concerns.
- Collaborated with cross-functional teams to ensure a smooth sales process, from initial contact to post-sale support.
- Tracked and managed sales leads and opportunities in CRM software, maintaining detailed records for future follow-up.
- Provided exceptional customer service, ensuring client satisfaction and building long-term relationships.

Duty Manager

2016-2018

Al Mansour Park-Inn Hotel I Doha

- Proactively identified and resolved any customer complaints or disputes and implemented preventive measures to avoid similar issues in the future
- Trained and supervised staff to ensure all operational tasks were completed on time and to the required standard
- Monitored and managed the daily operations of the business, including scheduling, inventory control, and customer relations
- Established and maintained effective communication with customers and staff to ensure the highest level of customer service