



Fares Raies

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Objectif

Proactive and detail-oriented sales associate with +6 years of experience in a fast-paced sales environment. Passionate about identifying customer wants and needs, improving both the sales and the customer journey. Adept at maintaining cordial and professional relationships with colleagues, customers and supervisors. Able to function independently or as part of a sales associate team. i like competition and new challenges in different positions

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- Collaboration/teamwork
 - Leadership
 - Organizational Skills
 - * Decision - Making
 - * Time management
 - * Communication

Experience

Customer service representative - WoW « World of wonders »
- Aura Group - Qatar, lussail Boulevard

Oct 2022 - Present

- Helping customers complete online payments.
- Solving customer complains.
- Providing feedback on customer service efficiency process.
- Providing professional customer service experience.
- Constant communication with colleagues from various departments to offer efficient customer service.
- Keeping records of customer communication, complaints, transaction and more.

Supervisor
- VISCONTI -Tunisia

Aug 2021 - Sep 2022

- Coordinating and supervising of various teams, including new employees to ensure they are familiar with company regulations and code of conduct
- Supervising effective working of different personnel and preparing schedules to ensure compliance with the organization's policies
- Achieve maximum turnover in line with the objectives set

Sales Assistant

Aug 2020 - Sep 2021

- The ability to work well with others.
- Patience and the ability to remain calm in stressful situations.
- To be thorough and pay attention to detail.
- Sensitivity and understanding.
- Persuading and negotiating skills.
- The ability to use your initiative.
- Excellent verbal communication skills.

Assistant Manager

Jan 2018 - Aug 2020

BBC TEXTILE- Tunisia

- Assist the Retail Store Manager in planning and implementing strategies to attract customers
- Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best

Store manager

Jan 2016 - Jan 2018

- Sahel printing and dyeing – Tunisia,

- Developing new strategies to acquire and retain existing customers to increase annual sales
- Managing affluent credit center
- Ensuring smooth operations, and marketing activities
- Manage the financial aspects of the store •
- Managing staff, supervising and leading the team
- Responding to customer complaints and concerns in a professional manner.

Cashier

- Sahel printing and dyeing – Tunis,

Jan 2015 – AUG 2016

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store

Education

Bachelor degree in Economics and Management .

2010 - 2011

Degree in Economics and Management .

2012-2015

Languages

Arabic, French, English