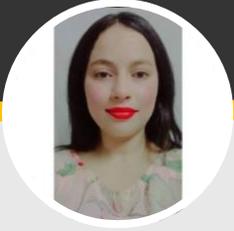


MOUNA NASSER

sales assistant



Personal

Address
Doha Qatar

45 Old Airport

Phone number

97455706893

Email

mouna.nasser08@gmail.com

Interests

-Trips

-Sport

-reading

Languages

-Arabic ●●●●

- French ●●●●

- English ●●●●

Skills

Photoshop ●●●●●

MS office ●●●●●

Adobe illustrator ●●●●●

Salesperson, able to multitask, manage stress, work in a team, and especially inspire customers to make a purchase. Mouna draws on her experience in the retail sector with great enthusiasm and an inspiring style to develop an exceptional organization problem solving and sales presentation. She is an exceptional person who can explore new territory and push existing boundaries in sales research. She is currently looking for a suitable opportunity for sales associate with a company.

Work experience

sales assistant 01/02/2021-31/02/2023

ZEN Tunisia

- Greeting customers who enter the shop
- ❖ Ensure high levels of customer satisfaction through excellent sales service.
- ❖ Ascertain customers' needs and wants.
- ❖ capture and input customer data into the company database to enable the promotion of customer loyalty and repeat visits.
- ❖ Maintain outstanding store condition and visual merchandising standards.
- ❖ responsible for processing cash and card payments.
- ❖ Accurately describe product features and benefits.
- ❖ Dealing with customer refunds.
- ❖ Maintain a fully stocked store.
- ❖ Achieve individual and store sale KPI indicators by maximizing every opportunity to make sale.
- ❖ Recommend and display items that match customer needs.
- ❖ Manage point -of- sale processes.
- ❖ Keep up to date with product information.
- ❖ Follow all companies' policies and procedures.
- ❖ actively take part in all training events and meetings organized by the company.

Sales assistant 01/07/2016-31/07/2018|

CELIO, Tunisia

- Assisting shoppers to find the goods and products they are looking for.
- Answering queries from customers.
- Giving advice and guidance on product selection to customers.
- Responsible for processing cash and card payment.
- Stocking shelves with merchandise.
- Reporting discrepancies and problems to the supervisor.
- Balancing cash registers with receipt.
- Responding for dealing with customers complains. Dealing with customer's refund.
- Be involved in stock control and management.
- Keeping the store tidy and clean, its includes hovering and mopping.
- Working within established guidelines, particularly with brands up.

Education and Qualifications

Bachelor Degree on Arts 22/06/2013

Sep 2018-dec 2020 : Master degree; the applied license in invention handcraft

arts High school Gafsa, Gafsa Tunisia

masters degree in the applied license in invention handcraft

Sep 2013-jun 2016 : Applied license

arts High school Gafsa, Tunisia

applied license in product design ;specialty graphic publicity.

