HASSEN LABIDI

CONTACT INFORMATION

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Location : Qatar Doha

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Date of birth May 13, 1991

Nationality Tunisian

OBJECTIVE

Dynamic and results-driven Store Manager with a proven track record of exceeding sales targets and increasing revenue. Skilled in leading sales teams and providing exceptional customer service. Committed to driving business success.

Results-driven Sales Executive with a proven track record of exceeding sales targets and developing strategic partnerships. Skilled in building strong client relationships and driving revenue growth through effective sales strategies.

Results-oriented sales professional with 10+ years of experience in exceeding sales targets and building strong client relationships. Proven track record of driving revenue growth and providing exceptional customer service.

EXPERIENCE

**STORE MANAGER**

**MON BONHEUR BY GRASSE-LONDON PERFUMES**

Kuwait (Avenues Mall)

Dec 2020 - Dec 2023

As a Store Manager at Mon Bonheur, I was responsible for overseeing all aspects of store operations to ensure the achievement of sales targets and customer satisfaction. I utilized my leadership skills to motivate and manage a team of employees, developed and implemented effective sales and inventory control strategies, and monitored and tracked key performance indicators (KPIs) to assess store performance. Additionally, I collaborated with team members to create and implement standard operating procedures (SOPs) and utilized MS Office to analyse sales data and make data-driven decisions. Demonstrated excellent product knowledge and provided tailored product recommendations to customers, resulting in a X% increase in sales

Analysed sales data and trends to identify new growth opportunities and optimize sales performance

Developed strong customer relationships that resulted in a X% increase in repeat business

Maintained an accurate customer database that improved customer segmentation and targeting efforts

**SALES EXECUTIVE**

**Hind Al Oud**

Kuwait ( Harvey Nicoles-Debenhams)

Feb 2018 To Nov 2020

As a Sales executive at Harvey Nichols Debenhams, I played a key role in promoting and selling products to customers, providing excellent customer service and product knowledge to assist customers in making informed purchasing decisions, and maintaining an organized and attractive shopping environment.

**SALES ASSOCIATE**

**Hind Al Oud**

Qatar (Gate mall - Qatar mall)

Feb 2014 To Feb 2018

Achieved top sales performance by exceeding daily targets consistently.

Provided exceptional customer service to increase customer satisfaction and loyalty.

Developed strong product knowledge to effectively recommend merchandise based on customer needs.

Collaborated with team members to create eye-catching displays and increase store revenue.

EDUCATION

**HIGH SCHOOL**

**Institute Tunisian de la Competitivity et des Etudes Quantitative – Tunisia**

CERTIFICATIONS & COURSES

Microsoft excel word certification

Certificate of Attendance (level 2 customer service )

ACHIEVEMENTS

Employee of the Month' award multiple times at Mohammad Hilal Group for outstanding dedication, performance, and contributions to the company's success.

SKILLS

Team leadership - Sales strategy - Problem solving - Inventory management - Customer service - Time management

Communication - Merchandising - Client relations - Negotiation - Communication - Market analysis -Business development

Product knowledge - Closing sales - Strategic planning - CRM software – Presentation

LANGUAGES

Arabic - Native

English - Advanced

Franch - Advanced