



PERSONAL DETAILS

Date of Birth : 18/05/1991
Marital Status : Single
Nationality : Tunisian
Driving licence : Light driving licence Qatari

OBJECTIVE

Logistics Officer & Sales Executive Results-oriented Auto Sales executive and Logistics Officer with over 9 years of experience in new and pre-owned vehicle sales. Skilled in strategically negotiating deals and transforming e-commerce prospects into in-store sales to achieve sales targets. Proven leadership skills that help team members achieve individual sales, enhance customer service, and drive business goals. Looking to take next career step in automotive sales and leadership with a respected dealership dedicated to delivering high-quality service and building relationships with customers.

EDUCATION

Higher institute of management Bachelor's degree in accounting A+	2011-2017
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EXPERIENCE

Elite canada (vodafone Qatar) Team leader -Reviewing open accounts for collection efforts. - Making outbound collection calls in a professional manner while keeping and improving customer relations. - Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner. -Collect customer payments in accordance with payment due dates. -Identify issues attributing to account delinquency and discuss them with management. -Review and monitor assigned accounts and all applicable collection reports. -Provide timely follow-up on payment arrangements. -Mail correspondence to customers to encourage payment of delinquent accounts.	22/12/2018 - Present
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Almarai Logistics Officer -Develop logistics along with support plans, budget requirements and deployment timelines for new operations. -Develop logistical plans for current operations and logistics contingency plans. -Prepare plans for liquidation and downsizing. -Develop and execute tools and methodologies to enable effective implementation of logistic plans. Design and develop standard operating methods to manage logistics operations efficiently. -Ensure accountable, timely and cost-effective release of peacekeeping cargos along with personnel. Ensure all supervised staff members are trained as well as cross-trained adequately. -Identify added logistic training requirements to attain high working standards. -Coordinate logistics activities related to procurement, funding, substantive units and humanitarian affairs. -Develop and execute logistics support policy, processes and methodologies to general benefit of all mission units. -Develop reports on material and personnel movements and various operational logistics problems. Involve in technical survey missions for new assignments and pre-deployment corroboration visits to troop contributing countries.	10/10/2016 - 22/12/2018
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Elite motor qatar

01/01/2014 - 01/10/2016

Sales executive

- Supervise and guide the operations of sales managers and teams to ensure they are in line with set standards.
- Oversee the processing of client orders to ensure timely delivery of purchased units. Conduct negotiations with clients to reach a profitable bargain.
- Set sales objectives and establish action plans for achieving set targets. Oversee the merchandising and display of cars in a sales outlet.
- Collect, analyze, and interpret sales records/transactions to ensure balanced accounts Process requests of customers who wish to part-exchange their current car for a new one. Conduct the inspection of automobiles to ensure they are in good condition.
- Determine conditions for discount as well as the percent discount given to customers on outright purchase.
- Maintain contact with clients to provide post-sales services, obtain customer feedback and resolve any arising customer issue.

Attijari Bank

12/11/2011 - 25/12/2013

Customer Service Representative , Tunisia

- Promote bank, services, and products.
- Operated a cash register to process cash, check, and credit card transactions.
- Follow guidelines for detecting and reporting fraudulent transactions, including theft and identity impersonation.
- Oversee infrastructure and branch equipment. Maintain discipline and decorum.
- Perform the operational activities including stop payment and update customer profiles, Provide customer support as needed and work to resolve customer matters.
- Maintain all quality and procedural standards within the branch.

CITROEN Car Showroom , Tunisia

1/1/2010 - 10/11/2011

Sales Executive

- Meeting with clients virtually or during sales visits. demonstrating and presenting products. establishing new business.
- maintaining accurate records.
- attending trade exhibitions, conferences and meetings. negotiating contracts and packages.
- working towards monthly or annual targets.

SKILLS

Analyse Plan Promotion Find solution Beat a record Advizor Solodarity Quick learner Fair

Excellent customer service skills . Commercial awareness . Flexibility . Good interpersonal skills . Communication skills . Experience in planning maintenance operations. Excellent communication and interpersonal skills. Excellent leadership and management skills Outstanding organizational and leadership abilities. Develop and maintain strong relationships with staff members. Competent in problem solving, team building, planning and decision making. Confident with numbers and the financial aspects of sales. The ability to influence and negotiate with others. Self-motivated and driven by targets.

LANGUAGES

Arabic

English

French