



# SOUFIEN BEJAOU



+974 6691 8027



soufien.6669x@gmail.com



DOHA ,QATAR



01-01-1981



Qatar Driving LICENSE

## CAREER SUMMARY

Experienced customer service professional with a proven track record in delivering exceptional service and building strong customer relationships. Results-driven sales professional with a successful background in achieving sales targets and exceeding customer expectations. Proven ability to identify and capitalize on sales opportunities, build and maintain client relationships, and effectively negotiate and close deals. Dedicated and resourceful supervisor with a demonstrated ability to lead and motivate teams to achieve organizational goals.

## TRAINING

### BACCALAUREATE (HIGH SCHOOL CERTIFICATE)

Moustakbel Scschool

## CAREER

2017-2023

### SUPERVISOR

Mr VALET- Doha Qatar

- **Leadership:** Provide effective leadership by setting clear expectations, goals, and objectives for the team. Motivate and inspire team members to achieve their best performance. Lead by example and promote a positive work culture.
- **Team Management:** Assign tasks and responsibilities to team members, ensuring an equitable distribution of workload. Monitor team performance, provide regular feedback, and conduct performance evaluations. Identify training needs and facilitate training sessions to enhance team members' skills and knowledge.
- **Communication:** Foster open and transparent communication within the team and with other departments. Clearly communicate expectations, goals, and changes in procedures or policies. Act as a liaison between team members and upper management, conveying information accurately and efficiently.
- **Problem Solving:** Identify and address any issues or challenges that may arise within the team. Collaborate with team members to develop creative solutions and implement process improvements. Handle conflicts or disputes among team members in a fair and objective manner.
- **Quality Assurance:** Ensure that work is completed accurately, efficiently, and in accordance with established standards and procedures. Conduct regular quality checks to monitor and maintain high levels of performance. Implement corrective actions when necessary.
- **Resource Management:** Optimize the use of available resources, including personnel, equipment, and materials. Plan and schedule work assignments to maximize productivity and meet deadlines. Identify any resource gaps or needs and communicate them to upper management.
- **Relationship Building:** Cultivate positive working relationships with team members, colleagues, and stakeholders. Foster a collaborative and inclusive work environment that values diversity and promotes teamwork.

2016-2017

**SALESMAN**

Massimo Dutti, - TUNIS

- **Customer Engagement:** Engage with potential customers to understand their requirements and provide suitable product or service recommendations. Build rapport and establish long-term relationships with customers to foster loyalty and repeat business.
- **Sales Target Achievement:** Meet or exceed sales targets and quotas set by the company. Identify sales opportunities, generate leads, and convert them into successful sales. Continuously prospect and develop new customer accounts to expand the customer base.
- **Product Knowledge:** Have a deep understanding of the company's products or services, including their features, benefits, and competitive advantages. Effectively communicate product information to customers and address any questions or concerns they may have.
- **Sales Presentations and Demonstrations:** Conduct persuasive sales presentations and demonstrations to showcase the value and benefits of the products or services. Tailor presentations to meet the specific needs and interests of individual customers.
- **Negotiation and Closing:** Negotiate terms and conditions of sales agreements to ensure a win-win outcome for both the customer and the company. Skillfully handle objections and overcome barriers to close sales successfully. Maintain accurate and up-to-date sales records and documentation.

2012-2016

**SALESMAN**

BOSS, - TUNIS

- **Market and Competitor Analysis:** Stay informed about market trends, competitor activities, and industry developments. Identify opportunities for business growth and adapt sales strategies accordingly.
- **Customer Service:** Provide exceptional customer service throughout the sales process and beyond. Address customer inquiries, concerns, and complaints promptly and effectively. Ensure customer satisfaction and maintain a positive company image.
- **Relationship Building:** Build strong relationships with customers based on trust, credibility, and excellent service. Follow up with customers to ensure their satisfaction and nurture ongoing relationships for potential repeat business and referrals.
- **Sales Reporting:** Prepare regular sales reports, including sales forecasts, activity reports, and pipeline updates. Present sales performance data to management and provide insights and recommendations for improvement.
- **Continuous Learning:** Stay updated on industry trends, sales techniques, and product knowledge. Attend sales training programs and workshops to enhance selling skills and professional development.

- **Leadership:** Provide effective leadership by setting clear goals, expectations, and performance standards for the team. Motivate and inspire team members to achieve their best performance. Lead by example and promote a positive work culture.
- **Team Management:** Recruit, train, and develop a high-performing team. Assign tasks and responsibilities, and ensure an equitable distribution of workload. Monitor team performance, provide regular feedback, and conduct performance evaluations. Identify training needs and facilitate training sessions to enhance team members' skills and knowledge.
- **Planning and Strategy:** Develop strategic plans and objectives for the department in alignment with the organization's overall goals. Translate the strategic plans into actionable tasks and projects. Monitor progress and make necessary adjustments to ensure the achievement of targets.
- **Communication:** Foster open and transparent communication within the team and with other departments. Clearly communicate expectations, goals, and changes in procedures or policies. Act as a liaison between the team and upper management, conveying information accurately and efficiently.
- **Resource Management:** Optimize the use of available resources, including personnel, budget, equipment, and materials. Plan and allocate resources effectively to maximize productivity and meet project deadlines. Identify any resource gaps or needs and communicate them to upper management.
- **Performance and Quality Management:** Ensure that work is completed accurately, efficiently, and in accordance with established standards and procedures. Monitor and evaluate team performance, identify areas for improvement, and implement necessary measures to enhance performance and quality.
- **Problem Solving and Decision Making:** Identify and address any issues or challenges that may arise within the team or projects. Analyze problems, develop creative solutions, and make informed decisions in a timely manner. Involve team members in problem-solving processes to encourage collaboration and innovation.
- **Stakeholder Management:** Build and maintain positive relationships with internal and external stakeholders, including clients, vendors, and partners. Collaborate with stakeholders to identify needs, address concerns, and ensure customer satisfaction.
- **Budgeting and Financial Management:** Develop and manage departmental budgets, ensuring effective utilization of allocated funds. Monitor expenses, analyze variances, and implement cost-saving measures when necessary.

## Skills

- MS Office
- Professional Photographer
- Google Workspace
- Attention to Detail
- Sales process
- Sales tracking
- Interpersonal Communication
- Multitasking Abilities
- Analytical and Critical Thinking Decision-Making

## Language

- Arabic
- English
- French