



HAJER RAKROUKI

📍 ADDRESS : DOHA-QATAR

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🎂 DATE OF BIRTH: 27/07/1990

NATIONALITY: TUNISIAN

**SENIOR SALES
ASSOCIATE &
CUSTOMER SERVICE
REPRESENTATIVE**

* EXPERIENCE

Jan 2024- Present

HR & ADMIN

AAMAL MEDICAL , DOHA QATAR (RECEPTIONIST / SECRETARY

- Serve visitors by greeting, welcoming, and directing them appropriately. Notify relevant employees when visitors arrive.
- Answer visitors' questions, calls, and emails, and provide them with the relevant information.
- Maintain visitor, employee, and department directories and logs.
- Organize the reception area while complying with office procedures, rules, and regulations.
- Keep a record of office supply inventory and expenses.
- Sign for deliveries and ensure all mail and packages are distributed accordingly.

DOHA

Jan 2022- Nov 2023

CUSTOMER SERVICE REPRESENTATIVE

MAALOMATIA (GOUVERNEMENT CONTACT CENTER)

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.

Seize opportunities to upsell products when they arise.

- Build sustainable relationships and engage customers by taking the extra mile

- Keep records of all conversations in our call center database in a comprehensible way

Frequently attend educational seminars to improve.

- knowledge and performance level

- Meet personal/team qualitative and quantitative targets.

- Attend and manage formal calls and provide accurate and

- concise information without any delay.

- Identify customers' needs, clarify information, research.

every issue and provide solutions and/or alternatives.

- Explain all the essential details of the organization

products and services to captivate the customers.

attention.

- Develop long-term contacts through qualitative.

- telephonic discussions and conversations.

- Keep records of all conversations in our call center

- database in a comprehensible way.

- Provide a delightful call experience to the customers,

- keeping track of valuable time to avoid potential

delays.

- Managed high volume of customer inquiries, demonstrated problem-solving skills, and provided efficient solutions.

- Cultivated positive relationships with customers, resulting in high satisfaction ratings and repeat business.

- Utilized strong communication skills to effectively communicate company policies and resolve customer complaints.

- Provided exceptional service in a fast-paced environment, meeting and exceeding all performance

DUBAI

Mar 2018 - Jun 2021

Senior Sales Associate

BIODERMA

- Offered hands-on assistance to customers by assessing customer needs and maintaining current knowledge of consumer preferences.

- Trained new employees in customer service techniques and procedures.

- Performed daily tasks in sales, sale promotions, payment and exchanges policies.

- Computed sale prices and total purchases; received and processed cash and credit payment

- Managed cash register, communicated with customers and operated the sales floor and consistently exceeded sales and promotional goals.

- Utilized strong communication skills to build relationships with clients and meet sales targets.

- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.

- Managed inventory and merchandising for optimal sales performance, maximizing customer satisfaction and retention.

- Collaborated with team members to plan and execute effective marketing and promotional strategies.

ABU DHABI MALL

Jan 2015- Nov 2017

Sales Executive

TOMMY HILFIGER -APAREL GROUP

- Pitched ideas on how to improve performance and efficiency.

- Trained new employees in customer service techniques and procedures.
- Built customer rapport by asking specific questions and listening attentively.
- Performed daily tasks in sales, sale promotions, payment, and exchanges policies.
- Opened and closed store independently when needed.
- Assisted with calculating the store's end of year inventory.
- Arranged new merchandise with signage and appealing displays that encouraged customer sales and moved overstock items.
- Proactively assisted customers with questions, concerns, and item purchases while walking the sales floor.
- Offered hands-on assistance to customers by assessing customer needs and maintaining current knowledge of consumer preferences.
- Generated new leads and exceeded sales targets through strategic marketing initiatives.
- Cultivated relationships with prospective clients to drive sales opportunities and maintain customer satisfaction.
- Developed and executed successful sales strategies to increase revenue and market share.
- Utilized CRM software to track sales progress and analyze market trends for business growth.

DUBAI

Jan 2014- Jan 2015

MANGER

METROPOLITAN HOTEL

- Greeted patrons upon entry and informed them of the daily food and drink specials; guided them to open tables while maintaining a positive and upbeat demeanor.
 - Scheduled waitstaff and assigned them to hosting duties, specific tables, and bar areas.
 - Communicated with kitchen and bar staff to complete food and drink orders; filled in as bartender when needed.
 - Examined applications of potential hires; interviewed candidates and provided hands-on after-hours and on-the-job training to new staff.
 - Performed opening and closing duties, including cleaning, preparing the specials board, and opening or closing the register.
 - Led team of 25 employees to consistently exceed sales goals and KPIS Developed and implemented new training program resulting in increased productivity.
 - Successfully managed inventory to ensure optimal stock levels and minimize shortages.
 - Collaborated with marketing team to launch successful campaigns and promotions.
- metrics.

*** EDUCATION**

TUNISIA

●**HIGH SCHOOL DEGREE** (*Mar 2004- Dec 2007*)

●**SOUSSE SCHOOL-TUNISIA** (*Feb 2008- Nov 2012*)

●**BACHELOR SOUSSE UNUNIVERSITY**

●**SOUSSE UNIVERSITY**

*** LINKEDIN CERTIFICATE TRAINING**

●**THE SECRET TO SUCCESS AT WORK** (29JAN-2024)

●**MASTERING SELF-LEADERSHIP** (29JAN-2024)

- NONE TIPS FOR HEALTHY BOUNDARIES EXPECTATION AT WORK WITH ALISON PECK ●
(28JAN-2024)
- SOCIAL MEDIA MARKETING TIPS (28JAN-2024)
- CONTENT MARKETING FOUNDATION (29JAN-2024)