



# Manel Ghoulem

## SALES SUPERVISOR

Quick-thinking supervisor recognized for success in guiding teams and boosting performance. Practical problem-solver with excellent issue and conflict resolution skills to drive team and organizational success. Highly effective and knowledgeable in process .

## Contact

### Phone

974-71090630

### Email

mghoulem0@gmail.com

### Address

Doha-Qatar

## Education

2016

**senior technician in infrastructure  
and access network**

CSFT TUNIS

## Expertise

- MicrosoftOffice
- Internet and Mail
- Communication
- Negotiation
- Customer Service

## Language

English

French

ARABIC

## Experience

### 10\2018-Present

FATALE TUMIS

#### SUPERVISOR

Created successful work schedules for each team member to maintain deadlines, and fully staff shifts .

Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows .

Mentored newly hired employees on operating equipment and safety developed a training manual to use for reference .

Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts .

Prepared, calibrated and monitored production levels to achieve targets .

### 10\2018-09\2020

FATALE TUNIS

#### CASHIER

Helped customers complete purchases, locate items and reward programs .

Answered questions about store policies and addressed customer concerns .

Provided friend service and assistance to clients promote customer loyalty, satisfaction and sales .

Addressed customer needs and made product recommendations to increase sales .

Reviewed new promotions and monitored price changes .

Worked flexible schedule and extra shifts to meet business needs .

### 11\2016-10\2018

FATALE TUNIS

#### SALES CONSULTANT

Created detailed sales presentations to communicate product features and market Data.

Cold called and conducted face to face sales calls with C-level executives and directors in assigned sales territory.

Responded to telephone and in-person requests for information.

Evaluated customer purchase requirements and recommended best fit company offerings.

Increased sales by fostering relationships with customers, implementing business strategies and suggesting areas for improvement.

Maximized customer retention by resolving issues quickly.