



ABDESSAMED ESSELMA

Sales Associate

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LOCATION

DOHA QATAR



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PROFESSIONAL SUMMARY

Dynamic and results-driven Sales Associate with 4 years of experience in retail sales. Proven ability to exceed sales targets, deliver exceptional customer service, and contribute to store profitability. Strong communicator with expertise in upselling, product knowledge, and maintaining customer relationships.

Work Experience

Sales Associate

Brands For Less- Doha -Qatar
2023 - 2024

- Provide personalized customer service to assist shoppers in selecting products, answering questions, and making recommendations based on customer needs.
- Manage product displays and ensure shelves are fully stocked, clean, and attractively arranged.
- Resolve customer complaints or escalate issues to management, ensuring positive outcomes.
- Maintain in-depth knowledge of store products, including promotions, pricing, and features.
- Collaborate with team members to achieve store goals and participate in promotional events.

Sales Associate

Sun & Sand Sports-Duabi-UAE
2022 - 2023

- Assisted customers by providing detailed information about products and services, enhancing the shopping experience.
- Supported the sales team by organizing merchandise, setting up promotional displays, and ensuring that the store was clean and organized.
- Handled cashier duties, including balancing the cash register and processing sales and returns.
- Participated in store meetings to discuss promotions, sales strategies, and customer feedback.

Sales Associate

OPTICIEN FOX SHOP- Senia Mall -Algeria
2021 - 2022

- Answer questions about the products and Negotiate prices and terms and prepare sales agreements
- Collaborate with colleagues in many different sectors Maintain contact lists and follow up with customers to continue
- Develop and implement territory action plan using comprehensive data analysis, and adjust sales techniques according to interactions and results in the field

Academic Qualification



Master degree in
Translation
Oran University Algeria
2019 2024



Diploma in Foreign
Languages
High School College
Mostaganem 2020-
2021



- English
- Arabic
- French



- Spanish
- Portuguese

Key Competencies

- Customer Service Excellence
- Customer Relations Marketing Strategies
- Cash Handling
- Communication Skills
- Customer Retention Visual Merchandising Attention to Detail
- Data Entry and Management
- Team Collaboration
- Technical Proficiency
- Time Management
- Positive mindset Event Coordination
- Confidentiality
- Product Knowledge & Demonstration

Achievements

- Certificate in Translation from Oran University Algeria 2024
- Certificate of Achievement from My Forex Funds 2024
- Certificate of Foreign Exchange Trader 2024