

# TAKWA DAHMANI

SALES REPRESENTATIVE



## CONTACTS

70337025



dahmenitakwa8@gmail.com



Al Aziziya Street, Doha, 0000, Qatar



## EDUCATION

**HIGHER NATIONAL CERTIFICATE**, centre of accounting managerial expertise/egypte, egypte 2023

Successfully completed human resources management certificate approved by hr certification institute HRCL.

**DIPIOMA, tunisian Agency for Vocational Training, tunisa** 2015

Certified Support Technician in Management Informatics.

**Higher National Certificate, NOBLEPROG, tunisia** 2018

For successfully completing the online course HR Coordinator Training

## PERSONAL DETAILS

## ABOUT ME

A results-driven Sales Representative with six years of experience in surpassing sales targets in competitive markets, I bring a demonstrated expertise in building and maintaining strong client relationships. My skills in identifying new business opportunities and driving revenue growth are well-honed, and I adeptly leverage market insights and customer feedback to craft effective sales strategies and solutions. With a proven track record of enhancing customer satisfaction and loyalty through exceptional service and a personalized approach, I am highly motivated and possess excellent communication, negotiation, and problem-solving skills. I am committed to delivering top-notch sales performance and contributing to organizational success.

## WORK EXPERIENCE

**Sales Representative, laluce restaurant & kitchens Management, Doha Qatar**  
Oct 2022 - Apr 2024

- Developed and implemented effective sales strategies to surpass targets.
- Built and maintained long-term client relationships, boosting customer loyalty and satisfaction.
- Identified and qualified new business opportunities through various channels.
- Skilled in negotiating terms and closing sales for mutually beneficial agreements.
- Analyzed market trends and customer needs to craft tailored sales approaches.
- Leveraged in-depth product knowledge to provide accurate information and address client inquiries.
- Delivered exceptional customer service and resolved issues promptly.
- Communicated effectively with clients and team members, both verbally and in writing.
- Utilized CRM systems to track sales activities and manage customer data.
- Collaborated with cross-functional teams to achieve sales goals and share insights.

**Sales Receptionist, Mango, tunise**  
Jan 2021 - Aug 2022

- **Customer Service Excellence:** Delivering a positive first impression and promptly addressing customer inquiries with professionalism and efficiency.
- **Sales Support:** Proficient in supporting sales teams through administrative tasks, order processing, and meticulous record-keeping.
- **Communication:** Strong verbal and written communication skills for seamless interactions with clients, vendors, and internal teams.
- **Multitasking:** Adept at managing simultaneous tasks while ensuring attention to detail and precision.
- **Data Entry:** Experienced in accurate data entry and updating customer information, sales data, and transaction records.

**Date of birth**  
29 Aug 1995

**Nationality**  
tunisian

**Visa status**  
work visa

**Marital status**  
single

LANGUAGES

- english
- FRENCH
- ARABIC

- **Problem Solving:** Skilled in resolving customer issues and escalating complex problems when necessary.
- **Organizational Skills:** Effective in managing schedules, coordinating meetings, and maintaining an organized reception area.
- **Technology Proficiency:** Familiar with office software (e.g., Microsoft Office, Google Workspace), CRM systems, and phone systems.
- **Professionalism:** Maintains high standards of professionalism and confidentiality with sensitive information.

**Salesperson, stradivarius, tunise**  
Feb 2017 - Apr 2020

- Greeted visitors, clients, and customers with warmth, ensuring a positive first impression.
- Handled incoming phone calls, emails, and messages, providing information or directing them to the appropriate department.
- Managed and coordinated appointments, meetings, and sales demonstrations for the sales team.
- Assisted with processing sales orders, preparing sales documentation, and tracking order status to ensure timely fulfillment.
- Entered and updated customer and sales information in the CRM system with accuracy and completeness.
- Performed general administrative tasks such as filing, photocopying, and managing office supplies.
- Collaborated with the sales team to provide essential support, including preparing sales reports and coordinating marketing materials.
- Conducted follow-up calls or emails with clients to ensure satisfaction and address any outstanding issues.
- Addressed and resolved minor customer issues or complaints, escalating more complex problems to the appropriate personnel.
- Maintained an organized and welcoming reception area, including managing incoming mail and deliveries.