



Hassan Najdi

Sales | Sales Associate | Retail | Fashion

Nationality: Lebanese | hassannajdi76@gmail.com | +974 30175168 | Address: Qatar, Doha

Summary

I am a Sales Associate with 3 years of experience in retail environments, recognized for my ability to communicate with customers, providing exceptional service that ensures client retention and positive feedback. Proven ability to increase sales through consistently exceeding monthly sales goals by 10% to 15% via upselling techniques as well as implementing processes that drive profitability.

Experience

SALES ASSOCIATE | GS STORES RETAIL - BEIRUT | OCT 2023 – JULY 2024

- Greeted customers warmly and answered questions about sizing, accessories, and merchandise care.
- Built customer loyalty and retention by providing exceptional services and pleasant shopping experiences, which also lead to achieving a customer satisfaction rate of 93%.
- I always stay informed about new arrivals, promotions, and any changes in product offerings.
- Processed customer transactions accurately using cash registers or POS systems.
- I have created an inviting environment for customers by maintaining store organization and cleanliness.
- Assisted in receiving and restocking merchandise, as well as monitoring inventory levels.
- Maintained a calm demeanour and professionally managed issues in busy, high-stress situations.

SALES ASSOCIATE | H&M – BEIRUT | JUNE 2022 – OCT 2023

- I assisted an average of 40 customers per day in finding or selecting items and provided recommendations that generated \$3K in additional revenue.
- Provided outstanding customer service, receiving 94% in customer service feedback surveys.

- I recommended better merchandise display to management, which was implemented and resulted in 35% improved sales.
- Always guiding customers on purchases based on interests, promotions, and other sales.
- Performed cross-sells and upsells based on customers' interests and tastes to drive additional store revenue.
- Assisted team members, when necessary, in handling cash registers, organizing inventory room, labelling products, unloading merchandise, and cleaning up.

SALES REPRESENTATIVE | GAP - BEIRUT | JULY 2021 - JUNE 2022

- Engaged and cultivated relationships with potential customers to discern their needs and objectives, offering tailored product recommendations and detailing key features.
- Fostered strong connections with clientele, managed transactions at the cash register, and processed payments efficiently.
- Addressed customer inquiries and always ensured exceptional service standards; actively contributed to weekly meetings with sales and store managers.

Skills & Abilities

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| · Excellent interpersonal and communication skills | · Strong organizational and problem-solving skills |
| · Attention to detail & Teamwork | · Ability to work under pressure in a fast-paced environment |
| · Customer service | · Trend & market research |
| · Leadership skills | · Creativity |
| · Customer Needs Assessment | · Proficient with POS systems & order Processing |
| · Proficient in Microsoft Office Suite | |

Education

Bachelor Of Business Administration (accounting and finance) | IUL University | JULY 2024

Languages

Arabic: Native | English: Advanced