



# ALI MAJDI

## Sales Representative

### CONTACT

- +97455191076
- alimejdi616@gmail.com
- DOHA-QATAR

### EDUCATION

**Sectoral Training Center  
Maintenance, Nabeul-  
Tunisia 2014-2016**

- Building Electrical  
Technician Degree

### CERTIFICATION

**PEGASUS consultoria  
e treinamentos,  
caruaru-Brasil 2024**

- NR-35 :First Aid & Safety  
Training

**CRFMME, La Marsa  
Tunisia 2020-2021**

- Certified Solar PV Installer
- Solar Energy System Maintenance  
and Troubleshooting

### SKILLS

- Electrical Product Knowledge
- Customer Relationship  
Management
- Problem-solving and Solution  
Selling
- Warranty and Service  
Agreements
- Communication Skills
- Health and Safety Compliance
- Team Collaboration

### COMPUTER SKILLS

- Word Processing
- Presentation Software
- Email and Communication
- Canva

### LANGUAGE

- ARABIC
- ENGLISH
- FRENCH
- PORTUGUESE

### ABOUT ME

Dynamic and results-oriented Sales Representative with 7 years of experience in the electrical industry and after-sales services. Proven ability to develop and maintain relationships with key clients, generate new business, and exceed sales targets. Strong knowledge of electrical products and systems, along with a track record of delivering solutions that meet customer needs. Excellent communication, negotiation, and customer service skills.

### WORK EXPERIENCE

#### POLO Comercial Caruaru-Brasil

2023-2024

##### Technical Support and Customer Service Representative

- Managed customer inquiries across multiple channels (phone, email, chat) in a professional and friendly manner.
- Assisted with product recommendations and technical troubleshooting to meet customer needs.
- Processed returns, exchanges, and complaints according to company policies, maintaining high customer retention rates.
- Receive and process customer complaints.
- Coordination between the technical team and the client.
- Filed visit to the customer after the completion of the repairs.
- Train customers on the use of software, hardware, and product features to enhance user experience.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

#### Energy Brasil Agreste Caruaru-Brasil

2021-2023

##### After-Sales Services Representative

- Provide exceptional after-sales support for solar energy systems, addressing customer inquiries, troubleshooting issues, and ensuring smooth operation post-installation.
- Perform system diagnostics and remote troubleshooting to identify faults, ensuring prompt resolution and minimizing downtime.
- Monitor system performance using industry-standard software and tools to track energy production, offering recommendations for optimization.
- Coordinate on-site visits for system servicing, installations, and upgrades, working with field technicians to ensure quality and efficiency.
- Provided technical training to customers on how to operate and maintain their solar systems effectively, reducing the number of service requests.
- Created and maintained a knowledge base for common troubleshooting questions and solutions, improving efficiency in the customer support process.
- Communicating and coordinating with colleagues as necessary.

#### LED SUD Tozeur-Tunisia

2017-2020

##### Electrical Sales Representative

- Developed and executed sales strategies to promote electrical products to industrial, commercial, and residential clients.
- Built strong relationships with key decision-makers, leading to long-term partnerships.
- Conducted regular product presentations and demonstrations for potential clients.
- Managed customer inquiries and provided timely quotes for electrical products.
- Coordinated with technical support teams to resolve customer issues related to electrical products.