

SEIFEDDINE BEN ISMAIL

PROFESSIONAL SUMMARY

Competent Sales Supervisor proactively assisting both sales management and associates with various tasks. Committed to driving success and helping to improve overall shop revenues through dedication, hard work and pleasant demeanor.

WORK HISTORY

Sales Supervisor Ticketing , 06/2023 to Current Plaza One Way Travels - Doha, Qatar

- Managed customer queries to improve overall service experience.
- Developed new sales strategies for enhanced revenue generation.
- Delivered excellent customer service by addressing and resolving issues promptly.
- Conducted regular staff training to increase product knowledge and sales skills.
- Reviewed and analyzed sales figures, resulting in strategic planning and forecasting.
- Supervised the sales team, enhancing their performance and productivity.
- Collaborated with marketing team to design effective sales promotions.
- Collected customer and market feedback and reported information to company leadership.

Assist Manager , 11/2021 to 05/2023 First Class Travels - Doha, QATAR

- Improved customer service by implementing new procedures and protocols.
- Minimized inventory loss for improved profit margins.
- Streamlined store operations with efficient scheduling.
- Increased staff productivity by providing comprehensive training programs.
- Managed daily operations to ensure smooth running of the shop floor.
- Created a positive work environment, resulting in higher employee morale.
- Developed strong relationships with suppliers, ensuring timely delivery of products.
- Assisted in recruitment process to build an effective workforce.

Manager WH, 08/2020 to 06/2021 Fruit Line - DOHA, QATAR

- Managed team dynamics by implementing conflict resolution strategies.
- Developed accurate sales forecasts for improved strategic planning.
- Facilitated staff training, resulting in better customer service.
- Boosted department efficiency by streamlining operational processes.
- Enforced safety regulations to reduce workplace accidents.
- Delivered high-quality products to increase customer satisfaction.

CONTACT

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Nationality: Tunisia

Permit: B

SKILLS

- Business intelligence tools
- Target achievement
- Customer service software
- Project management tools proficiency
- Product knowledge
- Excel proficiency
- Sales data analysis
- Sales administration management
- Sales reporting
- IATA regulations compliance
- Travel consultation
- Travel agency operations
- Tourism knowledge
- Hotel reservation procedures
- Customer negotiation
- Flight booking expertise
- Customer Service
- Fluent [\[Language\]](#)
- VIP management
- Ticket sales reporting
- [\[Software\]](#) booking systems
- Amadeus GDS
- Sabre GDS
- Customer relationship management systems
- Supply chain management
- Sales strategy development

Branch IN-CHARGE, 01/2019 to 07/2020**Victoria Travels - DOHA, QATAR**

- Improved branch efficiency by implementing new organizational strategies.
- Developed strong relationships with key stakeholders for effective collaboration.
- Streamlined operations with introduction of digital filing system.
- Trained and mentored junior staff to enhance team performance.
- Handled customer queries promptly, resulting in improved customer satisfaction.
- Conducted regular branch audits for maintaining regulatory compliance.
- Facilitated monthly team meetings to foster inter-departmental communication.
- Developed workplace culture for improved staff retention.

Ticketing Agent, 11/2017 to 01/2019**Confident Travels - DOHA, QATAR**

- Improved customer trust by establishing open lines of communication and effectively handling enquiries.
- Negotiated successful property deals for the benefit of all parties involved.
- Increased client base with effective marketing strategies and direct outreach efforts.
- Utilized industry knowledge to assist clients in making informed decisions about property investments.
- Developed sales pitches tailored specifically to individual client needs.

Assistant sales manager, 03/2015 to 04/2017**Cigognes Voyages - TUNIS, TUNIS**

- Increased customer satisfaction by providing top-notch service.
- Developed marketing strategies for product promotion.
- Enhanced brand visibility with effective advertising techniques.
- Improved team performance to achieve sales targets.
- Minimized inventory loss for improved profit margins.
- Managed daily operations to ensure smooth running of the shop floor.
- Created a positive work environment, resulting in higher employee morale.
- Developed strong relationships with suppliers, ensuring timely delivery of products.

Vehicle sales showroom, 05/2010 to 01/2015**Citroen Showroom - TUNIS, TUNIS**

- Managed vehicle showroom operations to ensure smooth customer experience.
 - Improved showroom aesthetics by implementing new display arrangements for vehicles.
 - Handled customer queries for better client satisfaction.
 - Boosted team morale with regular training and feedback sessions.
 - Negotiated deals with potential customers to secure sales.
 - Fostered relationships with clients, leading to repeat business and referrals.
 - Facilitated test-drives for prospective customers, ensuring a positive buying experience.
 - Collaborated with finance teams to provide viable financing options to customers.
 - Tracked sales performance, implementing necessary improvements as required.
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EDUCATION

Higher National Diploma, IT SALES TICHNOLOGIE , 09/2005 to 06/2009
FSJEGJ Tunis FSJEGJ Tunis - TUNIS

Bachelor of Business Administration, BACHELOR OF ECONOMY, 09/2000
to 06/2005
Hamouda Becha La Manouba - TUNIS

LANGUAGES

Arabic

Native

English

Advanced

French

Advanced

HOBBIES AND INTEREST

- SPORTS
- Documentaries
- Wild hunting

CERTIFICATIONS AND LICENSES

Maintenance media equipment and IT security systems