

Nidal Berhail

Strategic Customer Service Sales

Representative fulfills various client needs while outperforming sales objectives.

Enjoys being part of motivated team that strives to exceed sales expectations.

Specializes in upselling and customer service.

Work Experience

SENIOR SALES EXECUTIVE Aug 2022 - Oct 2024

APPLE PREMIUM PARTNER , Palace Vendom Mall. Qatar, Doha

- Maintained and operated store during managers absence
- Supported cashiers and customers to locate products, confirm prices, and replenish stock.
- Built rapport with customers by offering friendly, knowledgeable, and supportive customer service
- Used POS system to scan customer purchases, calculate prices and process transactions.
- Recommended products to match customer budget and preferences.
- Processed customer orders quickly to prevent long queues.

CLIENT ADVISOR Mar 2019 -July 2022

STELLA McCARTNEY - Qatar, Doha

- Displayed exceptional customer service by accurately and promptly processing customer service transactions.
- Implemented and developed customer service procedures and policies to define and communicate customer service standards to over team members.
- Maintained company brand standards of the neat, clean and organized sales floor cash warp. fitting room and stockroom to ensure the store environment is safe and presentable for employees and customers
- Wrote weekly and monthly reports on customer interactions.
- Followed store policies regarding customer service and engagement targets.

SALES EXECUTIVE Jan 2018 - Dec 2018

Pure Gold Jewellers, City Center. Qatar, Doha

- Formulated and entered accurate and precise sales orders and customer quotations.
- Engaged in product knowledge training sessions to stay updated on latest features, benefits and promotions.
- Notified customers of order and delivery changes in advance.
- Acted as brand ambassador by upholding brand values and promoting positive company image to customers.
- Acted as first point of contact for customer inquiries.

Contact

☎ +97450822788

✉ nidal.berhail@gmail.com

📍 Qatar - Doha

Skills

- Visual merchandising
- Customer service support
- Upselling and cross-selling techniques
- Inventory procedures and POS transactions
- Brand and product knowledge
- Customer service training

Education

BACHELOR DEGREE

University of Algeria

_ License of Public Law

_ Master of Criminal Law

Additional Information

- Apple champion +
- Delivering training sessions (group demo)
- Technical troubleshooting
- Strategic sales knowledge
- Software Set Up
- Warranty Claims & Refunds

Languages

- Arabic : Native
- English
- French

SALES REPRESENTATIVE Part Time

Calvin Klein Brand, Algeria Feb 2016 - Aug 2017

• Key roles and Accomplishments

- **Sales/Business Development** - Achieve sales target in a given timeframe and excellence in new age customer service according to standards set by the company
CRM data maintenance, handling customer complaints and maintaining all daily, weekly reports at store level
- **Brand and Product Training** - Providing training to staff for product which includes technologies, history features and benefits.
- **People Management** - Ensure productivity, discipline, punctuality, staff weekly shifts and duties counseling, providing information to staff and lead by setting examples in business ethics and brand standards.
- **Analyze the market potential** - Supply management with reports on customer needs problems, interests and potential for new products and services.