

Yacine Kahloun



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Nationality: Tunisian

Status : Single

WORK EXPERIENCE :

2023 – present : Sales assistant , Duty Free , Tunisia

Job Role:

- Greeting customers.
- Informing customers.
- Reserving items for customers.
- Ensure customers satisfaction and deal with customer complains.
- Processing discounts and coupons.
- Answering customer questions.
- Assisting with or taking customer orders.

2022 —2023 : Sales assistant , Zara, Tunisia Mall

Job Role:

- resolving customer complaints or issues.
- Greeting customers and offering assistance
- Recommending products or merchandise to help customers
- Answering questions and addressing concerns

EDUCATION : Baccalaureate certificate in Economics

CERTIFICATIONS: Driving license

LANGUAGES:

English : Fluent

French : Fluent

Arabic : Native

Skills :

- **Excellent Customer Services Skills**
- **Team working**
- **Work Under Pressure**
- **Attention to details**