



Alaaeddine Melki

Supervisor & Sales Representative

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Doha - Qatar

SUMMARY

Dynamic and results-driven Supervisor and Sales Representative with 6 years of experience in the retail industry. Proven track record of exceeding sales targets and enhancing team performance through effective leadership and training. Looking to leverage expertise in a challenging new role to contribute to organizational success.

WORK EXPERIENCE

Supervisor

10/2023 - 04/2024

Azoukar Chocolate & Flower Shop - Qatar

- Supervise and motivate staff to ensure high levels of productivity and morale.
- Ensure excellent customer service is provided at all times, addressing customer inquiries and complaints promptly.
- Monitor sales performance and implement strategies to increase sales and meet targets.
- Train new employees on products, customer service standards, and shop policies.

Sales Representative & Customer Service Specialist

02/2023 - 10/2023

Azoukar Chocolate & Flower Shop - Qatar

- Maintain in-depth knowledge of the shop's products, including chocolates and flowers, to provide accurate information and recommendations.
- Exceed individual and team sales targets through proactive selling techniques and customer relationship management.
- Handle customer orders, including special requests, and ensure timely and accurate fulfillment.
- Track and report daily sales activities, highlighting achievements and areas for improvement.

Supervisor

08/2022 - 02/2023

Pure Sweet - Qatar

- Oversee inventory levels, manage stock replenishment, and ensure proper storage of products.
- Ensure all products meet quality standards and are presented in an appealing manner.
- Handle cash register operations, ensuring accurate transactions and balancing cash drawers.
- Prepare and submit sales reports to management, highlighting trends and areas for improvement.

Sales Representative & Customer Service Specialist

08/2021 - 08/2022

Pure Sweet - Qatar

- Actively work to meet and exceed individual and team sales targets through effective selling techniques and customer engagement.
- Assist in executing marketing campaigns and in-store promotions to drive sales and attract new customers.
- Build and maintain relationships with repeat customers to encourage loyalty and referrals.
- Provide feedback and suggestions to management regarding effective sales strategies and customer preferences.

Sales Representative

03/2019 - 08/2021

Kalimantan Perfumes - Qatar

- Maintain comprehensive knowledge of perfume products, including fragrance notes, ingredients, and brand stories.
- Identify opportunities to upsell and cross-sell products, promoting complementary items and special offers.
- Support the organization of promotional events, fragrance launches, or workshops to engage customers.
- Help maintain attractive product displays to entice customers and promote sales effectively.
- Address customer inquiries, complaints, and feedback promptly to ensure satisfaction and loyalty.

Sales Representative

Firdous Company - Qatar

03/2019 - 08/2021

- Greet and assist customers in a welcoming manner, establishing rapport and understanding their needs.
- Continuously meet and exceed individual and team sales targets through proactive selling strategies.
- Implement effective sales techniques and strategies to drive sales growth and maximize revenue.
- Foster a collaborative team environment, working closely with colleagues to achieve collective sales goals.

EDUCATION

Bachelor's Degree - Psychology

2017

University of Djelfa - Algeria

SKILLS

- Computing
- Customer Service
- Sales Proficiency
- Leadership
- Negotiation
- Training and Development
- Analytical Skills
- Product Knowledge
- Communication
- Problem-Solving
- Cash Handling
- Visual Merchandising
- Networking Abilities
- Goal-Oriented
- Ethical Standard
- Time Management
- Team Collaboration

LANGUAGE

- **Arabic**
- **English**
- **French**