



MAHA BOUALLAGUI

Profile

Experienced Fashion Retail Sales Associate with a strong foundation in stock management, merchandising, and customer engagement. Proficient in handling point-of-sale systems, maintaining accurate inventory, and implementing effective selling techniques to achieve sales targets. Adept at delivering exceptional customer service by leveraging extensive product knowledge and store information to meet diverse customer needs. Committed to integrity, passion, accountability, and teamwork, ensuring a positive shopping experience and contributing to the success of the retail environment.

Experience

since Jun 2023-up to date, SALES Associate

Qatar-Vendome Mall

Brand center - Natus Marrakech

- Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times in alignment with the brand image.
- Ensure shop floor and shelves are kept clean and tidy at all times in alignment with brand images and coordination standards.
- Handle cash register and transaction in an effective and accurate way with the customers.
- Assistant visual merchandiser in displaying merchandise for new collection dossier when needed.
- collect, register, and package the requested online orders.

Jan 2019 - Dec 2020, SALES Associate

Brand center group- Turk fashion center

Qatar - Al-Saad

- Great customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- Provide exceptional customer service by performing up-selling, cross selling, suggestion alternatives and following up on customers requests
- Ensure smooth and efficient receiving process of items /shipments, as well as accurate stock keeping preventing security risks and thefts by performing physical and electronic inventory as required.
- Handle cash register and transaction in an effective and accurate way with the customers.
- Assistant visual merchandiser in displaying merchandise for new collection dossier when needed.
- collect, register, and package the requested online orders.

Contact

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Education

BACHELORS' DEGREE IN COMPUTER MANAGEMENT

Higher institute of management

Sfax / 2016

Language

Arabic : Native speaker

French : Professional

English : Fluent

Key Skills

- TEAMWORK
- CUSTOMER FOCUS
- COMMUNICATION SKILLS
- ATTENTION TO DETAILS
- CULTURAL AWARENESS
- FEATURES, ADVANTAGES, AND BENEFITS OF A PRODUCT.
- APPROACHING CUSTOMERS.
- CUSTOMER FOCUSED SHOP.
- SHOPLIFTING.