



Ayoub Gmati

CONTACT

- Doha, Qatar
- +97455018707
- ayoubgmati@yahoo.com
- Italian/ Tunisian

SKILLS

- Telemarketing experience
- Sales quota attainment
- Competition tracking
- Active listening in sales
- Presentation excellence
- Target achievement
- Customer Service
- Customer relations
- Product knowledge
- Sales expertise

LANGUAGES

- Arabic**
Native
- Italian**
Native
- English**
Advanced
- French**
Advanced

PROFESSIONAL SUMMARY

Skilled Sales Representative well-versed in sales, customer service and management. Demonstrated track record of success in generating new revenue streams while building customer loyalty and retention. Talented Sales Representative with excellent lead generation potential and more than 4 years of experience. Highly effective and knowledgeable in techniques used to close sales opportunities. Seeking similar position with new client.

WORK HISTORY

Sales representatives 02/2020 - 08/2024
Boulangier electronics - Paris , France

- Maintained thorough records of all sales activities to ensure transparency.
- Coordinated with logistics team for timely product deliveries, ensuring customer satisfaction.
- Provided after-sales support, enhancing customer satisfaction and loyalty.
- Educated customers about product features and benefits, driving informed purchasing decisions.

Sales assistant 01/2020 - 10/2022
Men ready to wear (Calvin Klein, Tommy hilfiger..) - Paris , France

- Assisted customers with product selection for optimal satisfaction.
- Delivered exceptional after-sales service, encouraging repeat business.
- Ensured stock replenishment in a timely manner to maintain product availability.
- Improved customer service by efficiently handling queries and complaints.

Customer service agent 03/2018 - 11/2019
Monoprix - Paris , France

- Coordinated with team members for superior customer service delivery.
- Handled difficult situations calmly, delivered positive outcomes under pressure.
- Managed customer queries for better understanding of products and services.
- Developed relationships with clients for increased loyalty and retention.

EDUCATION

Hospitality and tourism , 09/2018 - 07/2019
ESOAD - Tunisia