



CONTACT

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- Doha - Qatar
- D.O.B : 12/05/1992 - Tunisia

EDUCATION & TRAINING

- 2 years at university specializing in International Trade
- High school Degree in Experimental Science

LANGUAGES

- Arabic
- French
- English

SKILLS

Customer Service & Sales Skills

- Excellent communication and interpersonal skills
- Strong customer service and relationship-building abilities
- Persuasive selling and negotiation techniques
- Upselling and cross-selling expertise
- Handling customer inquiries and complaints professionally

Product & Store Knowledge

- In-depth understanding of product features and benefits
- Ability to recommend products based on customer needs
- Awareness of promotions, discounts, and store policies

Retail Operations & Merchandising

- Cash handling and POS (Point of Sale) system operation
- Stock management and inventory control
- Visual merchandising and store display maintenance
- Store organization and cleanliness

Teamwork & Adaptability

- Ability to work well in a team-oriented environment
- Quick learning and adaptability to new products and trends
- Time management and multitasking in a fast-paced setting

Technical & Digital Skills

- Basic computer proficiency (Microsoft Office, CRM, ERP systems)
- Familiarity with online sales and e-commerce platforms.

HAYDER NASSER

Results-driven Owner & Sales Advisor with extensive experience in the fashion retail industry, specializing in men's and women's clothing. Passionate about delivering exceptional customer service, driving sales, and managing all aspects of business operations, from inventory and marketing to team leadership and financial management. Adept at building strong client relationships, identifying market trends, and implementing strategies to increase brand visibility and profitability. Skilled in visual merchandising, sales techniques, and e-commerce management, ensuring a seamless shopping experience for customers. A dynamic leader with a hands-on approach to business development and retail management, dedicated to growing brand success.

PROFESSIONAL EXPERIENCES

Owner

03/2023 - 12/2024

Bingo Brand (Clothes & Shoes for Women and Man) - Tunisia

Business Strategy & Management

- Develop and implement business strategies to drive growth and profitability.
- Set short-term and long-term goals for the brand.
- Analyze market trends and competitors to stay ahead in the fashion industry.
- Make key business decisions related to pricing, product selection, and expansion.
- Ensure compliance with legal and regulatory requirements.

Product Development & Inventory Management

- Oversee the design, selection, and sourcing of clothing for men and women.
- Collaborate with manufacturers and suppliers to maintain product quality and cost efficiency.
- Manage stock levels to prevent overstocking or shortages.

Sales & Marketing

- Develop and implement marketing campaigns to boost brand awareness.
- Manage social media platforms, website, and e-commerce sales.
- Organize fashion events, promotions, and discounts to attract customers.
- Analyze sales data to understand customer preferences and improve sales strategies.

Customer Service & Brand Reputation

- Ensure excellent customer service to build brand loyalty.
- Address customer complaints and feedback to enhance customer satisfaction.
- Monitor online reviews and social media engagement.
- Build strong relationships with repeat customers and VIP clients.

Financial Management

- Manage budgets, expenses, and financial planning.
- Oversee pricing strategies to maximize profitability.
- Ensure timely payment of suppliers and employees.
- Monitor cash flow, sales performance, and profit margins.

Team Leadership & Management

- Hire, train, and manage staff for sales and store operations.
- Motivate and lead employees to ensure high performance.
- Set performance goals and provide feedback to employees.
- Foster a positive and productive work environment.

Store Operations & Logistics

- Oversee store layout, visual merchandising, and product displays.
- Ensure the store is clean, organized, and inviting for customers.
- Manage online and offline sales channels efficiently.
- Implement security measures to prevent theft and loss.

Sales Advisor

03/2020 - 01/2023

Peak “ Shoes Brand ” - Tunisia

- Ensuring that product shelves are well-arranged and adequately stocked with products.
- Handling all discounts, price changes, and customer returns accordingly.
- Maintaining an in-depth knowledge of store products to provide suitable recommendations to customers as needed.
- Assisting customers in locating requested store products.
- Operating the cash register and processing sales transactions.
- Performing basic housekeeping duties to ensure that the cashpoint, sales floor, and storeroom are well-maintained.
- Addressing customer concerns and inquiries as well as resolving customer complaints.
- Answering telephone calls in a courteous and professional manner.
- Unloading and unpacking store deliveries as well as attaching price tags to all store products.