

MEHDI SALEM

Doha, Qatar | Tunisian

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PROFILE:

Results-driven professional with 10+ years of experience in retail, customer service, and sales. Skilled in delivering exceptional customer experiences, driving sales growth, and building strong client relationships. Adept at problem-solving, teamwork, and adapting to dynamic market needs.

EDUCATION:

- **High School Diploma – Tunisia**
- **BTP Diploma in Computer Science (EEEC) – Tunisia, 2009**
- **Diploma Technician in Travel Agency (EEEC) – Tunisia, 2010**
- **Certificate in English Language – Tunisia**

PROFESSIONAL EXPERIENCE:

Sales Associate @Tivoli Furniture | Doha, Qatar | 2022 – 2024

- Assisted customers in selecting high-quality furniture and home décor, providing tailored recommendations to meet their needs.
- Maintained in-depth product knowledge to enhance customer satisfaction and drive sales.
- Processed transactions, managed inventory, and ensured a seamless shopping experience.

Sales Representative @Me Clothing Store | Doha, Qatar | 2021 – 2022

- Guided customers in selecting suitable clothing options, ensuring a personalized shopping experience.
- Managed store organization, stock replenishment, and visual merchandising to maintain an appealing store environment.
- Handled sales transactions and resolved customer inquiries promptly and professionally.

Sales Executive @Redtag Clothing Store | Doha, Qatar | 2018 – 2021

- Delivered exceptional customer service, assisting clients in fashion selection and building long-term relationships.
- Operated cash registers, managed inventory, and ensured accurate stock levels.
- Contributed to increased sales through effective upselling and cross-selling techniques.

Sales Consultant @Amouage Boutique Perfume Store | Dubai, UAE | 2017 – 2018

- Assisted customers in selecting luxury perfumes, and offering personalized fragrance recommendations.

- Maintained brand standards and ensured a premium customer experience.
- Built strong client relationships, leading to repeat business and positive word-of-mouth referrals.

Sales Associate @CONCEPTS Shoe Store | Dubai, UAE | 2015 – 2017

- Helped customers find the perfect footwear, providing expert advice on style and fit.
- Maintained store displays and managed stock levels to ensure product availability.
- Processed sales transactions and addressed customer concerns with professionalism.

Call Center Agent @ Clinic Al-Farabi | Tunis, Tunisia | 2017 – 2019

- Handled inbound and outbound calls, addressing customer inquiries and resolving concerns effectively.
- Provided accurate information and solutions, ensuring high levels of customer satisfaction.
- Maintained detailed records of customer interactions and feedback.

Call Center Representative @ World Consulting | Tunis, Tunisia | 2014 – 2017

- Delivered customer support and troubleshooting assistance for various client issues.
- Managed complaints and provided timely, effective solutions to enhance customer retention.
- Achieved high-performance metrics in customer engagement and problem resolution

SKILLS:

- Strong sales and customer service expertise
- Effective communication and relationship-building
- Problem-solving and conflict resolution
- Market awareness and adaptability
- Team collaboration and leadership

LANGUAGES:

- Arabic (Native)
- French (Bilingual)
- English (Fluent)

CERTIFICATIONS & CREDENTIALS:

- Valid Qatar ID
- Valid NOC (No Objection Certificate)
- Valid Qatar Driving License