

Fourati Maha

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OBJECTIVE

"Enthusiastic retail sales associate with exceptional interpersonal skills and a passion for helping customers. Eager to bring my dedication and sales acumen to a dynamic retail environment to boost sales and improve customer loyalty.

I am committed to delivering outstanding customer experiences, addressing inquiries effectively, and facilitating inclusive and collaborative atmospheres. My adaptability, strong work ethic, and proven track record make me an asset to any team, and I look forward to contributing to the success of the organization.

EDUCATION

Bachelor's Degree in English Literature and Civilization (01/10/2019) – (15/06/2022)

• Higher Institute of Applied Studies In Humanities Kef, Tunisia

Baccalaureate Degree in Literary Studies (01/01/2019) – (15/08/2019)

• Secondary School Sidi Hsin, Tunisia

SKILLS

- Communication
- Leadership Skills
- Interpersonal Skills
- Adaptability
- Clear and concise language
- Problem-Solving
- Customer Service
- Organizational Skills
- Attention to detail
- Multi-Lingual Abilities

LANGUAGES

- Arabic : Native
- English : Fluent
- French : Proficient

PROFESSIONAL EXPERIENCE

Guest hostess (09/04/2023) – (current)

Mondrian Doha

- Welcomed and greeted guests with a friendly demeanor.
- Escorted guests to their tables and presented menus.
- Asked guests for their feedbacks
- Handling the phone and updating the guests about the new promotions , offers and deals .

Sales associate (07/01/2022) – (08/02/2023)

Chocolate Shop, Waldorf Astoria Lusail

- Played a key role in sales operations at a prestigious chocolate shop.
- Skillfully addressed customer inquiries, ensuring they were well-informed about our offerings.
- Contributed to maintaining an attractive and well-organized chocolate display.
- Collaborated with the team to manage inventory and restock products efficiently.

Sales associate (16/07/2021) – (02/01/2022)

Zara boutique

- Greet and assist costumers , providing product information and recommendations
- Help maintain the presentation of the store, ensuring merchandise is displayed according to zara's visual standards
- Actively engage with the guests to understand their needs and drive sales through effective communication and product knowledge

CERTIFICATIONS

- **Diploma of an Intern Referee in Taekwondo**
- **Certification of Regional Animator**
- **Diploma of a Beginner Referee in Taekwondo**

INTERESTS

- Sports
- Traveling
- Singing
- Photography
- Adventures
- Customer service

REFERENCES

References available upon request.