



HAMZA SAIDI

computer technician(IT)

Energetic and goal-driven Sales Executive with of experience in retail and customerfacing roles. Adept at delivering exceptional customer service, meeting sales targets, and cultivating strong customer relation Skilled in upselling, product recommendations, and creating a positive shopping environment. Committed to contributing to team goals, driving sales, and enhancing customer satisfaction.ships.

Contact

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Email

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Address

Doha-Qatar

Education

license in Electronics Technician
**Higher Institute of Technological Studies
of Nabeul**

Baccalaureate degree in experimental
Sciences
Secondary school

Skills

- Active Listening
- Product Knowledge
- Negotiation Skills
- Ms office skills
- Sales Techniques
- Persuasion & Influence

Language

Arabic : mother language

English :good

French: fluent

Experience

2023-2025

Technicien:Tunisianet

- Greet and assist customers as they enter the store, offering friendly and knowledgeable advice on electronique and gaming field.
- Provide personalized consultations to customers, helping them select electronique and gaming items that match their style, needs, and budget.
- Stay up-to-date with the latest electronic and gaming trends, product , CPU, GPU, MOTHERBOARD , watercolours concepts to offer relevant advice and recommendations.
- Taking care of everything including after-sales problems.Repairing computer malfunctions after sales and upgrading them according to customers' requests
- Participate in promotional activities and sales events to attract customers and drive sales.
- Collaborate with the team to achieve store sales goals, provide customer feedback

2022-2023

Technicien: Mytech

- Greet and assist customers as they enter the store, offering personalized service to enhance their shopping experience.
- Answer questions about products, promotions, and store policies.
- Provide expert recommendations and styling advice to customers based on their needs and preferences.
- Drive sales through proactive engagement with customers, upselling, and cross-selling products.
- Stay up-to-date with product knowledge and store promotions to provide accurate information to customers.
- knowing exactly the right timing to close the sale.
- Maintain a high level of accuracy when processing sales and refunds.

2021-2022

Technicien: space net

- Greet and engage customers as they enter the store, providing personalized assistance with electronic selections, and gaming advices.
- Understand customers' needs and preferences to recommend suitable options and upsell complementary products (GPU,CPU,MOTHERBOARD,MOUSES...).
- Provide detailed information on fabrics, tailoring options and care instructions for costumer needs on computers field
- Offer expert advice on setups, choices to ensure customers find the perfect gaming setup computer.
- Meet or exceed individual sales targets by actively promoting products, accessories, and current promotions.
- Process sales transactions accurately and efficiently, including handling cash, credit cards, and returns.

2019-2022

Technicien: mega pc

- Greet customers and engage with them in a friendly and professional manner.
- Listen to customer preferences and offer fragrance recommendations based on their needs, occasions, and personal taste.
- Provide guidance on gaming computers composition, and how to make the right choices on selecting them.
- Repairing faults of computers returned after-sale and developing them according to the customer's desire
- Build computers according to customer's recommendation and needs, and advise him if there is a mistake in his choice.