



## CONTACT

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## EDUCATION

**2020: HIGHER SCHOOL OF**

**NORMAL (Mohamed V**

**University in Rabat, Morocco)**

*Holds A Professional License In Teaching Literary And Linguistic Genres*

**2017: ABI BAKR EL KADIRI**

**HIGH SCHOOL**

*Holds A Baccalaureate Degree In Arts*

## EXPERTISE

- Microsoft Word, Excel and PowerPoint
- Exceptional interpersonal communication skilled trainer
- Effective Communication

## LANGUES

- English
- French
- Arabic

# HOUDA LABIAD

## *Sales Advisor*

*Self-motivated sales professional with 7 years of experience in various sales industry. Thrives on exceeding customer expectations and is experienced in driving sales and achieving targets*

## **EXPERIENCE**

**Sep 2024 – Feb 2025: BARZAN PERFUMES (Qatar, Doha)**

- Acting as a point of contact between customers and companies.
- Negotiating terms of sales and agreements and closing sales with customers.
- Gathering market and customer information to figure out the customer needs -Responding to customer queries and resolving their objections to get them to make a purchases.
- Advising product developers on improvements to include in forthcoming.
- Product developments and discussing special promotions.

**2022 – 2024: SALES ASSOCIATE ZARA CLOTHING STORE (Morocco, Casablanca)**

- Provided accurate information about products, prices and services.
- Processed transactions using a point-of-sale system.
- Maintained up-to-date knowledge of store merchandise and policies.
- Built relationships with customers to encourage repeat business.
- Organized stockroom shelves according to size, color or style.
- Restocked shelves as needed to ensure sufficient inventory levels.
- Handled customer complaints in a professional manner.

**2019 – 2022: SENIOR ASSOCIATE ADIDAS (Morocco, Rabat)**

- Maintained responsibility for all inquiries, concerns and complaints, resolving matters effectively and to satisfaction of customers.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.
- Researched issues and made quick decisions to achieve efficient and effective resolutions.
- Delivered high level of service to clients to both maintain and extend relationships for future business opportunities.
- Improved customer service feedback scores through outstanding service.

**2018 – 2019: ABAYA LUXURY (Morocco, Rabat)**

- Providing logical interpretations of the prices of products to clarify the advantages of abayas compared to other products.
- Open a dialogue with customers to understand his needs and give him better and more specialized suggestions.
- Building a strong relationship with customers, so that they return to you when they need to buy new abayas.

## **SKILLED**

- Team Leadership
- Budget Management
- Coaching and Mentoring
- Analytical Thinking
- Teamwork and Collaboration