

JAMEL KRATA

Sales Professional



PROFILE SUMMARY

A sales professional with a strong background in customer service and product recommendations, committed to driving sales growth and improving customer satisfaction. Proficient in cash register operations, inventory management, and team coordination.

CONTACT

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Sfax , Tunisia

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SKILLS

- Customer Relationship Management (CRM)
- Sales Strategies & Negotiation
- Problem-Solving & Conflict Resolution
- Attention to detail
- Strong physical endurance and stamina for long work shifts
- Ability to maintain confidentiality
- Excellent communication skills

LANGUAGES

- English: Fluent
- French: Fluent
- German: Basics
- Spanish: Intermediate

WORK EXPERIENCE

Hammadi Abid, Tunisia

MAR 2022 - APR 2023

Clothing Sales Associate

- Greeted and assisted customers by providing accurate information about products and after-sales services.
- Oversaw warehouse inventory management and efficiently handled customer complaints and returns.
- Assisted customers in dressing rooms by bringing different sizes and offering outfit suggestions.
- Conducted minor alterations on dresses and shirts to meet customer needs.

Maryem Shop, Tunisia

Jan 2020 - Jul 2021

Clothing Sales Associate

- Assisted customers with product selection and provided recommendations.
- Managed inventory and ensured optimal stock levels.
- Handled customer inquiries and resolved issues promptly.
- Increased store sales by 15% through personalized customer recommendations.
- Minimized customer complaints by streamlining the return policy.

EDUCATION

Training Center "TARGET" - Tunisia

2018 - 2019

- Certificate In General Accounting and Stock Management
- Certificate In Administrative Assistance
- Certificate In Communication and Languages

Faculty of Sciences, Economics, and Management

2015 - 2017

- National Certificate In Basic Education