

SANAD NACER

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Summary :

With 5 years of experience in retail management, I have developed a strong ability to optimize operations, drive sales, and deliver exceptional customer service. Efficiently manage inventory levels to ensure stock availability while minimizing excess, optimizing sales and reducing costs. Foster a customer-focused environment by training staff on excellent service, product knowledge, and conflict resolution. Implement effective marketing strategies and promotions to drive foot traffic, enhance customer experience, and increase sales performance.

Experience:

Store Manager

Chić, HBA Group, Doha Festival City, Qatar 2022 - Present.

Staff Management:

- Recruit, train, and develop store staff.
- Assign tasks and responsibilities to team members.
- Monitor staff performance and provide feedback and coaching.
- Handle disciplinary issues and address employee concerns.

Store Operations:

- Ensure that the store is clean, organized, and well-maintained.
- Manage inventory levels and stock replenishment.
- Monitor sales performance and identify opportunities for improvement.
- Implement loss prevention measures to minimize shrinkage.

Customer Service:

- Set and maintain high standards for customer service.
- Resolve customer complaints and address their concerns in a timely and professional manner.
- Train staff on customer service best practices.

Sales Management:

- Develop and implement sales strategies to increase revenue.
- Monitor sales performance and identify areas for improvement.
- Coach staff on sales techniques and product knowledge.

Visual Merchandising:

- Ensure that the store's visual presentation is attractive and appealing to customers.
- Create visually appealing displays and promotions.

Sales Associate

Chic UAE , Dubai Festival City , 2019 - 2022

- Welcome and serve the customer providing an excellent in-store experience at all times.
- Ability and knowledge about Arabic fabric texture and different types of textures.
- Maintain and develop client relationships through an individual approach, leveraging also on CRM and digital tools.
- Ensure to be up-to-date knowing fashion trends and competitors.
- Prove Brand and product knowledge.
- Combines styling knowledge with the ability to mix-and-match products to best serve the client
- discuss with clients and give advice on general trends in the fashion world and developments in the luxury market
- Deal effectively with customer complaints by liaising with the line manager when necessary.
- Ensure and maintain the shop floor and visual display high standard, complying with Company operational guidelines and stock procedures.
- Contribute to ensuring a high level of security and is attentive to prevent product thefts.

Education :

Bachelors degree in customs formalities: 2017-2019

Skills:

- Proficient in using POS systems.
- High flexibility and ability to adapt to different customers.
- Excellent customer service skills.
- Strong product knowledge.
- Ability to build relationships with clients.
- Strong knowledge in Arabic fabric .
- Passion for fashion and luxury

- Ability to offer solutions that meet client expectations.
- Ability to manage inventory.
- Ability to create displays.
- Ability to work in a fast moving and dynamic environment.
- Ability to provide styling advice
- ability to drive and exceed individual and store result

Languages:

- **Arabic:** Native
- **English:** Fluent
- **French:** Fluent

