



MEHDI BOUROUCHA

SALES & CUSTOMER SERVICE PROFESSIONAL

📍 Qatar, Doha | 📞 +974 30671674 | ✉ midibou12@gmail.com

PROFESSIONAL SUMMARY

Results-driven Sales and Customer Service Professional with over **6 years of experience** in retail and high-end fashion sales. Proven ability to **drive revenue growth, build strong customer relationships, and exceed sales targets**. Started in the family business, gaining hands-on experience in customer interactions, product promotion, and business operations from a young age. Adept at handling **fast-paced environments, managing sales teams, and ensuring outstanding customer satisfaction**. Passionate about delivering exceptional service and increasing brand loyalty.

PROFESSIONAL EXPERIENCE

Senior Sales Executive

📍 Berberi, Qatar | Jan 2022 – Oct 2024

- Assisted customers in selecting luxury fashion items, providing tailored recommendations to enhance their shopping experience.
 - Consistently **exceeded sales targets** through persuasive communication and strong product knowledge.
 - Built long-term relationships with high-value clients, driving repeat business and brand loyalty.
 - Trained and mentored new sales associates to improve performance and customer engagement.
-

Sales Associate

📍 Zara, Algeria | July 2018 – Oct 2022

- Delivered **exceptional customer service**, handling inquiries and resolving issues efficiently.
- Used **upselling and cross-selling techniques** to maximize sales and revenue.
- Maintained store organization, ensuring a visually appealing shopping environment.
- Assisted in inventory management and stock replenishment to meet customer demand.

Early Sales Experience – Family Business

Turkish Bazar | **Childhood – Jan 2018**

- Learned fundamental sales techniques, customer interaction, and product marketing from an early age.
- Assisted in handling **cash transactions, inventory management, and customer service.**
- Developed strong negotiation and communication skills through direct client engagement.

EDUCATION & CERTIFICATIONS

BACHELOR OF DEGREE CERTIFICATE (SCIENCE)

 Course in Sales & Customer Service – Taza Academy 2018

 Retail Management & Merchandising Course– AlBadr Foundation 2019


TECHNICAL SKILLS


- ✓ Sales & Revenue Growth – Consistently meets and exceeds targets through strong sales techniques.
- ✓ Customer Relationship Management – Builds loyal client relationships for repeat business.
- ✓ Product Knowledge & Upselling – Recommends products effectively to maximize sales.
- ✓ Communication & Negotiation – Strong interpersonal and persuasion skills.
- ✓ Inventory & Merchandising – Ensures product availability and attractive displays.
- ✓ Teamwork & Leadership – Works well in teams and helps train new staff.
- ✓ Adaptability & Problem-Solving – Quickly handles challenges and customer concerns.
- ✓ Time Management – Manages multiple tasks efficiently under pressure.
- ✓ Front Desk & Reception Management – Welcomes and assists customers professionally.
- ✓ Customer Query Resolution – Efficiently handles inquiries and complaints to ensure satisfaction.
- ✓ Cash Handling & Billing – Processes transactions accurately with attention to detail.


LANGUAGES & INTERESTS

 **Languages:** good level in **English & Fluent in Arabic**, with Basic **French**

 **Interests:**

 Kung Fu – Dedicated to martial arts training and self-discipline.

 Swimming – Enjoys swimming as a way to relax and stay fit.

 Gym & Fitness – Passionate about staying active and maintaining a healthy lifestyle.