

Mohamed Nabil BOURBIA

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Profile

- Dedicated Sales Associate with a proven ability to drive revenue growth and enhance customer satisfaction. Skilled in upselling, handling high-volume transactions with precision, and building long-term client relationships. Proficient in leveraging CRM systems to personalize customer interactions and optimize sales performance. Seeking to contribute my retail expertise and strong communication skills to a dynamic sales team.

Professional Experience

Retail Sales Associate & Customer Advisor

Jun 2019 – Dec 2020

- Exceeded monthly sales targets by 20% through strategic product recommendations and upselling techniques.
- Collaborated with store managers and staff to implement sales promotions, increasing foot traffic and boosting revenue.
- Built rapport with customers, offering personalized shopping experiences that resulted in a 30% increase in repeat customers.
- Managed inventory, ensuring optimal stock levels to meet customer demand and maximize sales.
- Processed an average of 100+ daily transactions with 99% accuracy, ensuring seamless payment handling.
- Resolved customer complaints effectively, leading to a 95% satisfaction rate based on store surveys.
- Developed and implemented sales strategies to boost store revenue and customer retention.
- Provided product recommendations and assisted customers in making informed purchasing decisions.
- Maintained store cleanliness, organization, and compliance with safety regulations.

Key Skills

- Sales & Business Development: Lead Generation, Negotiation, Customer Relationship Management (CRM).
- Customer Service & Communication: Client Engagement, Problem-Solving, Product Presentation.
- Retail & Inventory Management: Stock Control, Order Processing, Supplier Coordination.
- Financial Handling: Payment Processing, Cash Management, Attention to Detail.
- Technical Skills: Business Analytics, Data Management, Sales Reporting, POS Systems, Data-Driven Decision Making.

Education

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| • Bachelor's Degree in Computer Science University of Skikda, Algeria | 2022 |
| • High school diploma Said Boutine High School, Elharrouche Skikda, ALGERIA | 2019 |

Languages

- Arabic: Fluent.
- English: Advanced.
- French: Intermediate.