



**ABBES  
KAHOUACH**

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**(+974) 33009131**  
**Doha, Qatar.**

## **CAREER OBJECTIVE**

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Results-driven Senior Sales Associate with over 7 years of experience in retail and customer service, excelling in driving business growth and building lasting client relationships. Proven ability to meet and exceed sales targets, manage cash transactions, and solve customer issues effectively. Fluent in Arabic, English, and French, with strong communication and team-building skills. Seeking to contribute expertise in customer service and sales to a dynamic retail environment.

## **WORK EXPERIENCE**

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### **Qatar National Trading Group**

Feb 2021 - Till Present

#### **(Kiddy Zone): Sr. sales associate**

- Spearheaded sales initiatives, increasing store revenue by through strategic upselling and cross-selling techniques.
- Developed and maintained relationships with clients, resulting in a growth in repeat business.
- Analyzed customer needs and recommended tailored solutions to enhance satisfaction and drive sales.
- Resolved customer complaints effectively, improving customer retention
- Consistently met and exceeded monthly sales quotas, contributing to team success.

### **Gulf Marketing Group (Under Armor Sports Wear)**

Mar 2016 - Oct 2019

#### **Sales associate and cashier.**

- Managed cash transactions, balanced registers, and ensured 100% accuracy in daily cash counts.
- Provided exceptional customer service, which led to improved customer loyalty and an increase in sales.
- Supported inventory management by ensuring accurate pricing and stock levels on the sales floor.
- Contributed to meeting and surpassing monthly sales targets through effective communication and upselling strategies.

## **EDUCATION**

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- Bachelor's Degree in Chemistry
- Graduated: June 2010 | University of Monastir
- Bachelor's Degree in English
- Graduated: July 2014 | Private sousse Language

## **PERSONAL SKILLS**

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- Sales Strategy & Prospecting
- Client Relationship Management
- Cash Handling & Transaction Accuracy
- Customer Complaint Resolution
- Cross-functional Collaboration
- Team Development & Training
- Product Knowledge & Demonstration
- Inventory Management & Restocking

## **LANGUAGE**

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Arabic      English      French