



NESRINE GHOZZI



CONTACT

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OBJECTIVE

Motivated sales assistant with 2 years of experience in delivering exceptional customer service and boosting sales performance. Proficient in efficiently managing customer inquirers and fostering a positive shopping atmosphere. Eager to leverage strong interpersonal skills and sales strategies to enhance customer satisfaction and contribute to team success.



EXPERIENCE

Nadia chalouati pharmacy

2023 - Present

Pharmacy technician

- Ensure the health and safety of patients :locate,dispens,pack and label.
- Assist customers insurance and payment questions.
- Answering phones.
- Dispense prescription medications to customers or health professionals.

Kiabi tunisia

2018 - 2020

Sales assistant

- Listen and understand clients' needs, providing customized advice and introducing them to the discovery of the Brand.
- Establish and develop relationship with existing clients and engage new customers to the brand.
- Call customers after the delivery service in order to get feedback and monitor customer satisfaction.
- Simplifies and strengthens customer experiences and builds customers' trust by listening to feedback, understanding reasons for dissatisfaction, and identifying opportunities to improve.
- Plan and monitor to maintain existing customers to optimize companies' objectives.
- Creating a short- and long-term sales plan with the intention of achieving the given sales target by the sales manager and management.



SKILLS

Polite, reliable, knowledgeable and able to adapt to changing requirements.

Excellent communication and interpersonal skills for handling stressful situations and make quick decisions under pressure.

Interactive, customer service oriented with warm, cheerful and expressive personality.

Visual merchandising.

Strong problem-solving and decision-making abilities.

High competence in delivering product presentations and managing client workshops and proof of concepts.



LANGUAGES

English

French

Arabic



PERSONAL DETAILS

Date of Birth : 08/08/1999

Marital Status : Single

Nationality : Tunisian

Driving Licence : Tunisian driving licence



EDUCATION

Smart Center school

2024

Certificate of training: communication skills

C.R.O.P north

2023

Certificate of sales techniques

Omran training center

2020-2022

Pharmacy technician
16,71



Ibn Haythem High School

2018

High school level in science