



# JIHEN HABIB SAADA

Sales Associate / Customer Service

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📍 Doha, Qatar

## OBJECTIVE

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Motivated and customer-focused Sales Assistant with strong experience in luxury retail, customer service, and administrative support. Skilled in building client relationships, handling high-volume environments, and delivering top-tier service. Seeking to contribute to a dynamic and professional team in Qatar.

## WORK EXPERIENCE

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### **katara Exhibition | Doha, Qatar |**

#### **Sales Associate**

- Welcomed visitors and presented products at promotional exhibitions.
- Assisted in organizing the product displays and promotional materials.
- Generated leads and provided detailed product information.
- Built rapport with walk-in clients and VIP guests.

### **Al Jaber Watches | Qatar |**

#### **Sales Assistant**

- Assisted customers with product selection and provided detailed knowledge of luxury watches.
- Maintained store presentation and ensured merchandise was properly displayed.
- Achieved monthly sales targets and built strong customer loyalty.
- Handled inventory tracking and product restocking.
- Processed transactions accurately using POS systems.
- Delivered after-sales service and followed up with clients.

### **Ooredoo | Qatar |**

#### **Sales Assistant**

- Responded to customer inquiries via phone and in person with professionalism.
- Resolved complaints and issues promptly to ensure customer satisfaction.
- Promoted company services and assisted with new account setups.
- Maintained records of customer interactions and transactions.
- Provided support with billing, technical issues, and service upgrades.
- Collaborated with other departments to escalate and resolve complex issues.

### **Al Wifaq Engineering – Lusail Marina | Qatar |**

#### **Sales Assistant**

- Managed front desk operations and greeted clients and visitors.
- Scheduled appointments and coordinated meeting rooms.

- Handled incoming calls, emails, and administrative tasks.
- Maintained office supplies and organized documentation.
- Provided support to HR and admin teams.
- Ensured a professional and welcoming environment.

## EDUCATION

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- **2015 : Master degree in English Language**
- **2013 : Bachelor's Degree in Animation Of kids**

## EXPERTISE

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|----------------------------|----------------------|
| • Hospitality Management   | • Event Coordination |
| • Team Leadership          | • Staff Training     |
| • Customer Service         | • Multitasking       |
| • Luxury Service Standards | • Communication      |
| • Problem Solving          | • Time Management    |
| • Reception operations     | • Sales techniques   |
| • Inventory control        | • POS systems        |

## LANGUAGES

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