



WASSIM LTIFI

Sales Associate



+974 7798 7610



wltifi7@gmail.com



Doha – Qatar



Valid QID

PROFILE

Dynamic and customer-focused Sales Associate with a proven ability to drive sales, enhance customer satisfaction, and support store operations. Skilled in building relationships with customers, understanding their needs, and providing personalized solutions.

EDUCATION

- **High School Degree** – Economic

EXPERTISE

- Customer service
- Sales techniques
- Product knowledge
- Cash register operation
- Inventory management
- Negotiation & Persuasion
- Upselling and cross-selling
- Customer relationship building
- Stock replenishment
- Effective communication
- POS system proficiency
- Handling customer complaints
- Sales reporting
- Handling returns and exchanges
- Product display setup
- Meeting sales targets
- Customer follow-up
- CRM software
- Data entry
- Multitasking

LANGUAGE

- Arabic
- English
- French

WORK EXPERIENCE

Sales Associate

2022 – 2024

Fatales Tunisie – Tunisia

- Promoted sales of skincare, cosmetic, and perfume products through personalized consultations.
- Maintained in-depth knowledge of product lines to offer tailored recommendations to customers.
- Demonstrated product usage and explained the benefits and features of different beauty items.
- Assisted customers with finding the right fragrance by identifying preferences and suggesting suitable perfumes.
- Processed customer transactions accurately using the point-of-sale (POS) system.
- Handled customer complaints and concerns professionally, ensuring issues were resolved promptly.
- Processed returns and exchanges according to company policies.
- Ensured all products were labeled correctly, including pricing, ingredients, and expiry dates.
- Collaborated with the team to meet daily sales goals and improve customer service.
- Built and maintained strong relationships with repeat customers, ensuring customer loyalty and satisfaction.

Sales Associate

2019 – 2022

Orange Tunisia – Tunisia

- Assisted customers in selecting mobile phones, accessories, and service plans based on their needs and preferences.
- Provided detailed information about mobile plans, pricing, and promotions to prospective customers.
- Promoted Orange Tunisia's products and services, including mobile phones, data packages, and network services.
- Managed customer accounts, including setting up new service plans and handling billing inquiries.
- Assisted customers with troubleshooting device issues, including network problems, settings, and features.
- Processed customer transactions, including purchases, payments, and account renewals through the POS system.
- Ensured customer satisfaction by offering solutions to service-related issues or product concerns.
- Helped customers with mobile phone repairs and directed them to the appropriate service center if needed.
- Promoted Orange loyalty programs and encouraged customers to enroll for additional benefits.