



OUSSAMA BESSAID

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PROFESSIONAL SUMMARY

Results-driven and highly motivated Sales Executive with 10 years of experience in the lifestyle and luxury sectors, demonstrating a strong ability to drive revenue growth, build client relationships, and deliver exceptional customer experiences. Proven track record of exceeding sales targets and managing high-value accounts. Additionally, with 4 years of experience as a Supervisor in a prestigious institution, I possess strong leadership and team management skills, ensuring operational efficiency, employee development, and superior service delivery. A strategic thinker with a keen eye for market trends and a passion for achieving excellence in every facet of business operations.

EXPERIENCE

FROM 2011 TO DEC 2017

SALES ASSOCIATE, BANANA REPUBLIC AL TAYAR GROUP

- Delivered exceptional customer service by providing personalized styling advice and product recommendations to clients.
- Met and exceeded individual and team sales targets, contributing to overall store revenue growth.
- Maintained extensive knowledge of current product lines, promotions, and upcoming collections to assist customers in making informed purchasing decisions.
- Assisted with visual merchandising, ensuring store displays were aligned with brand standards and effectively showcased merchandise.
- Managed inventory, conducted stock checks, and supported product replenishment to ensure a seamless shopping experience.
- Processed sales transactions accurately using POS systems and handled customer payments and returns efficiently.
- Built and maintained strong customer relationships, driving repeat business and fostering brand loyalty.
- Worked collaboratively with team members to maintain store cleanliness, organization, and optimal stock levels.
- Provided feedback to management on customer preferences and emerging trends to support strategic sales initiatives.

FROM 2017 INTIL 2019

SENIOR SALES EXECUTIVE/TEAM LEADER, BANANA REPUBLIC AL TAYAR GROUP

- Led and motivated a team of sales associates to achieve individual and store-wide sales targets, consistently surpassing goals.
- Trained and mentored new hires, providing guidance on product knowledge, sales techniques, and customer service best practices.
- Oversaw daily store operations, ensuring smooth functioning of all activities including merchandising, inventory management, and customer service.
- Implemented strategies to improve store performance and enhance the customer experience, driving both revenue and customer satisfaction.
- Handled customer inquiries and complaints with professionalism, resolving issues promptly and maintaining high levels of customer loyalty.
- Monitored team performance, providing regular feedback and conducting performance evaluations to drive individual development.
- Assisted with scheduling, ensuring optimal staff coverage during peak hours to maximize sales opportunities.
- Coordinated with management to analyze sales trends and adjust strategies to meet shifting customer demands and seasonal needs.

FROM 2019 INTIL 2021

SENIOR SALES EXECUTIVE, BOTTEGA VENETA, EVER FASHION GROUP

- Provided personalized luxury shopping experiences to an exclusive clientele, focusing on delivering exceptional service to VIP customers, fostering long-term relationships.
- Managed and developed a portfolio of high-net-worth clients, consistently exceeding sales targets and contributing to the growth of the store's revenue.
- Delivered expert knowledge of Bottega Veneta's product offerings, including new collections and exclusive pieces, to meet the discerning tastes of luxury clients.
- Built and maintained a loyal base of VIP customers, regularly reaching out for personalized styling advice, exclusive previews, and special orders.
- Ensured the highest standards of customer service, addressing the unique needs and preferences of each VIP client, resulting in repeat business and referrals.
- Collaborated with the management team to execute store events, product launches, and exclusive promotions aimed at strengthening client relationships and driving sales.
- Played a key role in visual merchandising and maintaining store ambiance to align with Bottega Veneta's luxury image.
- Assisted with inventory management and stock control, ensuring the availability of exclusive items for VIP clients.
- Used CRM systems to track customer preferences, purchase history, and provide tailored recommendations to enhance the luxury shopping experience.

FROM 2021 UNTIL NOW

SUPERVISOR, PRO CONCIERGE

- Supervised and managed a team of employees handling the processing of various transactions, ensuring timely and accurate completion of documentation and procedures.
- Ensured compliance with legal and regulatory requirements while processing official paperwork for clients, including visas, permits, and other government-related documents.
- Managed client relationships, addressing inquiries, resolving issues, and ensuring high levels of customer satisfaction.
- Monitored and optimized workflow to increase efficiency, reduce errors, and meet service deadlines.
- Trained new staff and provided ongoing support to ensure adherence to office procedures and best practices.
- Conducted regular quality checks to ensure that all documents were correctly filled out, processed, and submitted to the appropriate authorities.
- Managed the office's record-keeping system, ensuring all transactions were documented accurately and securely for future reference.
- Coordinated with government agencies, ensuring smooth communication and resolving any discrepancies or delays in processing.
- Generated reports for upper management, tracking office performance, and providing insights on areas for improvement.
- Ensured a smooth customer experience by overseeing the timely completion of all documentation requests.

EDUCATION

MAY 2019

DIPLOMA IN TOURISM AND RELATIONS MANAGEMENT, NABEUL SCHOOL FOR TOURISTIC STUDIES

SKILLS

- Sales & Customer Service: Client relationship building, VIP service, product knowledge, negotiation.
- Leadership: Team management, training, scheduling, performance feedback.
- Organizational: Inventory control, multitasking, operational efficiency.
- Technical: CRM systems, POS systems, Microsoft Office.
- Analytical: Sales data analysis, problem-solving, strategy development.

LANGUAGES

- **Arabic:** mother tongue language
- **English:** fluent
- **French:** fluent