

# SOUKAYNA MAHJOUBI HASSANI

Retail Sales Consultant  
Representative



## Personal details



SOUKAYNA MAHJOUBI  
HASSANI



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Doha, Qatar



August 16, 1998



Female



Moroccan



Single

## Skills

Microsoft Office Suite (Word, Excel, PowerPoint) and Google Workspace (Docs, Sheets, Slides).

Salesforce, HubSpot, Zoho CRM for managing client relationships and tracking sales activities.

Slack, Microsoft Teams, and Zoom for internal and client communication.

Sales & Business Development.

Management skills.

Customer Relationship Management (CRM).

## Profile

Results-oriented Sales Consultant and Customer Service Representative with significant expertise in retail sales and client assistance. Proficient in developing impactful sales tactics, comprehending customer requirements, and fostering enduring client connections. Skilled in market assessment, product suggestions, and CRM platforms, with a demonstrated capability to surpass sales goals and provide outstanding customer support. Recognized for boosting customer contentment, elevating sales effectiveness, and expanding brand awareness via customized service and specialized solutions.

## Education

**Bachelor's degree in English literature**

Sep 2018 - Jul 2022

Sidi Mohamed Ben Abdulah University, Fes, Morocco

**High School Diploma**

Sep 2015 - Jul 2018

Al Adarissa High School, Fes, Morocco

## Employment

**Retail Sales Consultant Representative**

Sep 2022 - Mar 2025

Travellex – DOH, International airport, Qatar

- Promptly and satisfactorily handling customers from 50+ countries daily, including during the FIFA World Cup 2022 event.
- Proficient in AML and KYC standards, as well as thorough understanding of currency exchange compliance needs.
- Understanding and assessing customer requirements to provide relevant solutions and goods. While having a thorough understanding of the products or services available and remaining current on new features or changes.
- Experienced in doing rigorous customers due diligence. Such as confirming, identifying papers and evaluating transaction risk.
- Providing consultations on product selection based on customer needs.
- Conducted sales negotiations and closed deals efficiently.
- Conducted onboarding and training sessions for new team members, equipping them with product knowledge, sales techniques, and company procedures to ensure a smooth transition into their roles.

**Customer Service Representative**

Jan 2022 - Jul 2022

Maroc Telecom Call Center, Fes, Morocco

- Handled an average of 90 inbound calls daily, helping with billing inquiries, account updates, and technical support.
- Achieved a consistent 98% customer satisfaction score by delivering empathetic and effective solutions.
- Resolving issues quickly, aiming for one-call solutions to keep customer satisfaction high.
- Handling incoming calls and addressing customer concerns in a calm and clear manner, ensuring a positive experience.

Negotiation & Closing Deals.

Cross-selling and upselling mastery.

Communication & Interpersonal Skills.

Problem-Solving and Consultative Selling.

Adaptability and flexibility.

Digital.

## Languages

Arabic

English

French

Spanish

## Courses

**Microsoft Office specialist certificate** **Oct 2021**