



CONTACT

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A08Lusail Street, Lusail,
Qatar

EDUCATION

2019 BACHELOR

Shaouki school Tunisia

2020-2023 BUSINESS Management

Cegep sherbrook canada
tunisia

SKILLS

- Strong communication and interpersonal skills
- Problem-solving and time management
- Customer service and complaint resolution
- Visual merchandising and product display
- Scheduling and organizational skills
- Proficiency in Microsoft Office Suite

LANGUAGES

Arabic | Native
English | Advanced(C1)
French | Native(C2)

MUSTAPHA GHARBI

Account manager

OBJECTIVE

Dedicated and results-oriented professional with over 4 years of experience in customer service and retail sales, specializing in creating exceptional client experiences and driving revenue growth. Skilled in building strong client relationships, managing operations efficiently, and delivering tailored solutions. Passionate about interior design and committed to exceeding customer expectations through creativity, professionalism, and attention to detail.

WORK EXPERIENCE

Spectrum Solutions - Qatar (Ooredoo Business) Dec2024 -present

Account manager

- *Manage a portfolio of B2B clients, ensuring satisfaction and long-term relationships*
- *Identify client needs and offer tailored telecom and digital solutions (mobile, internet, cloud services)*
- *Prepare quotations, proposals, and negotiate contract terms*
- *Follow up on contract renewals and ensure compliance with service agreements*
- *Handle client inquiries and resolve issues promptly to maintain high service quality*
- *Meet monthly sales targets and contribute to customer retention strategies*
- *Stay up to date with Ooredoo's products and services to provide expert guidance*

Nahdhet jarnoua for decoration-Tunisa

May2024/ Nov2024

Sales Representative

- *Welcomed customers and advised them on decoration products*
- *Explained materials, prices, and design options*
- *Worked with designers to match client needs with projects*
- *Followed up on orders and deliveries*
- *Organized product displays in the showroom*
- *Scheduled client appointments and updated sales records Helped*
- *improve sales based on customer feedback*

Chiraz club hotel _Tunisa

Mars2023-Jan2024

Sales representative

- *Welcomed and served customers at the hotel shop*
- *Sold products like souvenirs and cosmetics Handled*
- *payments and gave receipts*
- *Helped customers with returns or questions*
- *Kept the shop clean and shelves full*
- *Worked with hotel staff to make guests happy*

Acrobatics Coach -Tunisia

Jan 2019-May 2022

- *Teach and supervise acrobatic skills (rolls, flips, partner lifts, etc.).*
- *Ensure safety using proper equipment and spotting techniques.*
- *Motivate students and support their technical progress.*
- *Prepare athletes for performances or competitions.*
- *Collaborate with other coaches and staff members.*