

CONTACT

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ADDITIONAL INFORMATION

Sales professional with over 2 years of experience across diverse retail environments, distinguished by strong skills in customer service, deal closing, and long-term client relationship building. Proficient in achieving and tracking Key Performance Indicators (KPIs) and delivering customized solutions to meet customer needs. Seeking to join a dynamic organization with opportunities for growth and development.

EXPERIENCE

February 2025 - April 2025	<ul style="list-style-type: none">• Sale assistant CHIC<ul style="list-style-type: none">•Assisted customers with product selection, delivering knowledgeable and friendly service.•Collaborated with team members to achieve daily sales targets and maintain smooth operations.•Organized and maintained stockroom inventory, ensuring accessibility and neatness.•Monitored stock levels and supported inventory management and rotation processes.
February 2024 - December 2024	<ul style="list-style-type: none">• Sales Executive Balmain- vandome mall<ul style="list-style-type: none">•Managed Customer Relationship Management (CRM) database for client engagement and marketing strategies.•Addressed and resolved customer inquiries and complaints to ensure a positive shopping experience.•Provided feedback to marketing teams to optimize product development and improve sales performance.
March 2021 - December 2023	<ul style="list-style-type: none">• Sales Executive Djawaher (jewelry and watches store)<ul style="list-style-type: none">•Built strong relationships with clients by delivering exceptional customer service, resulting in a 25% increase in customer retention rates.•Assisted customers in selecting watches based on their budget and preferences, ensuring customer satisfaction.•Performed basic watch repairs, such as battery replacements and strap adjustments.

EDUCATION

2023	<ul style="list-style-type: none">• University baji moukhtar annaba, algeria Master in Organizational Communication
2021	<ul style="list-style-type: none">• University baji moukhtar annaba, algeria Bachelor in communication

SKILLS

- Customer Relationship Management (CRM)
- Achieving and tracking Key Performance Indicators (KPIs).
- Negotiation, persuasion, and closing deals.
- Proficient use of MS Office applications.

LANGUAGES

- Arabic: native
- English: advance