



MAHER CHEBBI

Dedicated professional with a versatile background in both luxury retail sales and premium hospitality services. As a Jewelers Sales Executive, demonstrated a proven track record of exceeding sales targets and providing exceptional customer service in a high-end jewelry retail environment. Possess extensive product knowledge, a keen eye for detail, and a talent for building rapport with clients to fulfill their unique needs and preferences. Transitioning seamlessly into the role of a Flight Attendant, leveraging strong communication and interpersonal skills to ensure the safety, comfort, and satisfaction of passengers on board. Experienced in delivering top-tier hospitality services, managing diverse passenger needs, and maintaining poise and professionalism in dynamic and demanding situations.

Contact

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Doha, Qatar

Education

- International Airlines Crew Diploma
- High school level

Training Certificate

- Training Certificate in English Language.
- CSS rescue safety Training Certificate.
- Life-saving training Certificate.

Skills

- Exceptional interpersonal and communication skills.
- Strong organizational and multitasking abilities.
- Knowledge of airport operations, airline procedures, and VIP protocols.
- Fluency in multiple languages.
- Able to communicate with Indian nationality
- Ability to remain calm and composed under pressure and adapt to changing situations.
- Strong attention to detail.
- Proficiency in using computerized systems and basic office software.
- Knowledge of airline boarding procedures and regulations.
- Deep understanding of diamonds and gold including their quality, grading, and pricing factors.
- Knowledge about different cuts, clarities, colors, and carat weights for diamonds, as well as various types of gold (e.g., 24K, 18K, 14K) and their characteristics.
- Proficiency in sales techniques such as upselling, cross-selling, relationship building, and closing deals.
- Understanding of how to display jewelry in an attractive and appealing manner to maximize sales.
- Familiarity with jewelry appraisal techniques, gemstone identification, and basic jewelry repair and maintenance.

Languages

- Arabic : Mother tongue .
- English :Fluent.
- French: Fluent.

Experience

Jewelers Sales Executive

02/2022 - Current

Al Sulaiman Jewellers, Qatar

- Greeting customers entering the store and ascertain their jewelry needs and preferences to provide personalized service.
- Showcasing and explaining the features and benefits of various jewelry pieces, including materials, care instructions, and price details.
- Processing sales transactions accurately using the point of sale (POS) system, including handling cash, credit/debit cards, and gift certificates.
- Performing custom orders and repairs coordination, ensuring customer specifications are met and communicating timelines and costs effectively.
- Maintaining the appearance and organization of the jewelry displays and store environment, ensuring all items are attractively presented and secure.
- Conducting inventory checks and restock items as necessary, keeping track of stock levels and ordering supplies when needed.
- Handling customer issues and returns with professionalism, resolving complaints to the satisfaction of the customer and in accordance with store policies.

Flight Attendant

2019 - 2021

FLY Naas, Saudi Arabia

- Conducting pre-flight safety checks and ensuring the plane is clean.
- Demonstrating safety and emergency measures, such as the use of oxygen masks, seat belts, and exit doors.
- Offering information and support to ensure the safety and comfort of passengers.
- Welcoming passengers, verifying their tickets, and directing them to their seats.
- Making and serving beverages and food to passengers.
- Responding to passengers' questions about flights, travel routes, and arrival times.
- Attending pre-flight briefings and studying all the details of the flight.
- Leading passengers in case of emergency and giving first aid to passengers if necessary.
- Offering support to passengers with special needs, including children, disabled persons, and elderly individuals.
- Preparing analytic reports concerning flight issues.

Boarding Passengers

2018 - 2019

FLY Naas, Saudi Arabia

- Greeting passengers as they arrive at the boarding gate and verify their boarding passes and identification.
- Assisting passengers with seat assignments, upgrades, and any special requests or accommodations.
- Coordinating with gate agents, flight attendants, and ground crew to ensure timely and orderly boarding of passengers.
- Announcing boarding procedures, boarding groups, and departure information over the public address system.
- Managing boarding queues and enforce boarding priorities in accordance with airline policies.
- Providing assistance to passengers with mobility issues or other special needs, ensuring they board the aircraft safely and comfortably.
- Monitoring boarding progress and communicate with flight crew and ground staff to ensure on-time departures.
- Handling any passenger inquiries, concerns, or issues related to the boarding process with professionalism and empathy.

VIP Service Representative

2016 - 2018

FLY Naas, Saudi Arabia

- Serving as the primary point of contact for VIP passengers, providing personalized assistance and catering to their individual needs and preferences.
- Coordinating VIP arrivals and departures, including greeting passengers upon arrival, escorting them through the airport, and facilitating expedited check-in and security processes.
- Assisting VIP passengers with baggage handling, including luggage retrieval, porter services, and coordination with ground transportation.
- Arranging special amenities and services for VIP passengers, such as lounge access, in-flight dining requests, and ground transportation arrangements.
- Anticipating and proactively addressing any issues or concerns that may arise during the VIP passenger's journey, ensuring prompt resolution and complete satisfaction.
- Maintaining confidentiality and discretion when handling sensitive information and requests from VIP passengers.