



CONTACT

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- Doha - Qatar

EDUCATION

- 1st year at IHET - Institute of Advanced Tourism Studies of Sidi Dhrif
- 2016: High School degree in Literature.

LANGUAGES

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

PERSONAL SKILLS

- Customer Service Excellence
- Product Knowledge (Fragrances, Skincare, Cosmetics, Fashion, watches and jewelry)
- Sales and Upselling Techniques
- Visual Merchandising
- Client Relationship Building
- Inventory Management
- Cash Handling & POS Systems
- Team Collaboration
- Communication & Interpersonal Skills
- Promotional Campaign Support
- Styling & Personal Shopping Advice
- Multitasking in Fast-Paced Environments
- Time Management & Organization
- Attention to Detail
- Problem Solving & Conflict Resolution
- Cross-selling & Loyalty Program Promotion
- Professional Appearance & Grooming Standards

NEDRA DHAOUADI

Experienced and customer-focused sales professional with a strong background in beauty, fashion, and fragrance retail. Over 6 years of expertise in delivering exceptional customer service, driving sales, and promoting premium products across well-known brands in Tunisia and Qatar. Skilled in client engagement, product knowledge, visual merchandising, and achieving sales targets in fast-paced environments. Known for building loyal customer relationships, maintaining store standards, and supporting successful promotional campaigns.

PROFESSIONAL EXPERIENCE

Fragrance Sales Associate Reef Perfumes - Qatar

2023 - 2025

- Provide personalized customer service by recommending suitable fragrances based on clients' preferences and needs
- Maintain strong product knowledge to explain perfume notes, longevity, and usage
- Meet monthly sales targets and contribute to overall store performance
- Handle inventory restocking, merchandising displays, and maintain a clean, inviting store environment
- Build strong relationships with repeat customers to enhance brand loyalty
- Support promotional events and new product launches to boost visibility and sales

Beauty Advisor Fatales - Tunisia

2021 - 2023

- Assist customers in selecting cosmetics, skincare, and fragrance products based on their needs and preferences
- Provide product demonstrations and expert advice on application techniques
- Maintain a clean, organized, and visually appealing display area
- Promote new product launches and special offers to increase sales
- Build and maintain strong customer relationships to encourage repeat business
- Stay updated on beauty trends and brand knowledge to ensure excellent customer service

Sales Advisor Monaco Fashion Store - Tunisia

2020 - 2021

- Assist customers with product selection, sizing, and styling to ensure a pleasant shopping experience
- Maintain store cleanliness, organize merchandise, and ensure attractive visual displays
- Process transactions accurately at the cash register and handle returns or exchanges
- Inform customers about promotions, loyalty programs, and new arrivals
- Collaborate with team members to meet daily sales goals and deliver high customer satisfaction
- Monitor inventory levels and support restocking efforts as needed

Sales Associate Zen - Tunisia

2018 - 2020

- Greet customers and assist with product selection, offering styling advice and personalized service
- Ensure merchandise is well-stocked, organized, and attractively displayed
- Operate the cash register, process payments, and handle returns or exchanges
- Promote sales, discounts, and loyalty programs to maximize customer engagement
- Provide excellent customer service to encourage repeat visits and build brand loyalty

Sales Associate Watch and Jewelry - Jewellery Ben Jannet - Tunisia

2016 - 2018

- Greet customers and provide personalized assistance in selecting luxury watches and fine jewelry
- Maintain strong product knowledge to guide customers confidently through the buying process
- Ensure customer satisfaction by identifying needs, offering suitable options, and resolving concerns
- Keep product displays organized, clean, and visually appealing
- Handle sales transactions accurately using POS systems and process various payment methods
- Conduct regular inventory checks and assist with restocking and reporting discrepancies
- Work collaboratively with the team to achieve sales targets and store goals
- Follow security procedures to protect high-value merchandise