

Nada Jadla



## Personal details

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☎ +21655884581

🏠 Tunisia

📅 March 15, 1999

## Languages

Arabic ●●●●●●

English ●●●●●●

French ●●●●●●

German ●●●●●●

## Skills

- Time management and organizational skills
- Team player with a positive attitude
- Problem-solving skills to manage customer complaints effectively
- Good knowledge of product inventory and merchandising
- Ability to multitask in a fast-paced retail environment
- Strong attention to detail and accuracy in transactions
- Proficient in handling cash and operating POS systems
- Excellent customer service and communication skills

## Profile

Dynamic sales professional with a strong background in customer service and retail operations, skilled at enhancing the shopping experience through expert product knowledge and personalized assistance. Adept at managing inventory, processing transactions accurately, and resolving customer issues with diplomacy and patience.

## Employment

**Sales** 2024 - Present  
Mayna Store, Tunisia

- Welcome customers warmly and offer assistance with selecting clothing items.
- Provide detailed information on product features, materials, sizes, and care instructions.
- Help customers try on clothes and offer styling advice to enhance their shopping experience.
- Maintain the sales floor by organizing merchandise, restocking shelves, and arranging displays attractively.
- Operate the cash register, process payments, and handle returns or exchanges efficiently.
- Address customer queries and resolve any issues with professionalism and patience.
- Collaborate with team members to ensure smooth store operations and excellent customer service.

**Sales | Cashier** 2022 - 2024  
Zen, Tunisia

- Greet and assist customers promptly and professionally, ensuring a positive shopping experience.
- Handle sales transactions accurately using the cash register and point-of-sale (POS) systems.
- Process payments including cash, credit/debit cards, and other payment methods.
- Maintain knowledge of products and promotions to effectively answer customer inquiries and recommend products.
- Manage inventory by restocking shelves and organizing merchandise displays.
- Handle customer returns, exchanges, and complaints with professionalism and efficiency.
- Maintain cleanliness and orderliness of the sales floor and cashier area.

## Internships

**Intern** Feb 2022 - May 2022  
Groupe Chimique Gafsa

**Intern** Aug 2021  
Tunisie Telecom Gafsa

**Intern** Feb 2020  
UIB Gafsa

## Education

**Bachelor's Degree in Business Administration f** 2019 - 2022  
Higher Institute of Technological Studies of Gafsa

## Certificates

**Certificate of participation in the "Innovation Camp" program by Injaz Tunisia** 2021