**HOUASNI YOUCEF**

**Sales Representative**

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**SUMMARY**

Results-oriented Sales Representative with extensive experience in driving sales growth and building strong customer relationships across various industries. Proven track record of meeting and exceeding sales targets through effective communication, negotiation, and problem-solving skills.

**RELEVANT EXPERIENCE**

**Algerie Telecom – Khemis Miliana, Algeria 10/2023 – 02/2025**

Branch Manager

* Ensuring sales targets are met
* Monitoring budgets and motivating staff to attain objectives
* Maintaining detailed computerized records and reporting all branch office activities and operations, including the performance of employees
* Develop and implement operational strategies to achieve branch objectives

**Loris Perfume – Khemis Miliana, Algeria 07/2022 – 09/2023**

Sales Representative

* Greet and engage customers in a friendly manner to create a welcoming shopping environment
* Provide detailed information about perfume products, including fragrance notes, benefits, and usage
* Accurately operate the POS system to process sales transactions, including cash, credit, and debit payments
* Handle customer complaints and issues efficiently, ensuring satisfactory resolutions
* Help with restocking shelves and ensuring that displays are attractive and well-organized
* Prepare regular reports on sales performance and customer feedback for management review

**Romantic Beauty Shop - Khemis Miliana, Algeria 09/2021 – 06/2022**

Sales Representative

* Engaged with customers to understand their preferences and recommend suitable fragrances based on their tastes
* Used effective techniques to present samples, explaining the scent notes and benefits to enhance customer interest
* Suggested complementary products, such as body lotions or gift sets, to enhance the customer's purchase and improve overall sales
* Ensured all customers receive their receipts and handle any transaction related queries
* Addressed customer questions regarding products, promotions, and store
* policies in a knowledgeable manner.

**Arvea Nature - Khemis Miliana, Algeria 09/2018 – 02/2020**

Sales Representative

* Provided in-depth information about fragrance features, notes, and benefits to enhance customer knowledge and interest.
* Actively pursued individual and store sales targets by employing effective sales techniques and maintaining a proactive approach.
* Used CRM software to track customer interactions, manage leads, and maintain accurate customer profiles.
* Conducted follow-up communications with customers to nurture relationships and encourage repeat business.
* Assisted in maintaining attractive product displays to promote sales
* Maintained accurate records of sales transactions, customer interactions, and inventory levels.

**CORE SKILLS**

* Product Knowledge
* Customer Service Orientation
* Prospecting
* Negotiation and Persuasion
* Upselling & Cross-selling
* Verbal & Written Communication
* Closing Techniques
* Handling Objects
* Follow-Up
* Sales Target Achievement
* Cash Handling
* POS System

**EDUCATION**

**Master (+1) Of Marine and Continental Hydrobiology 09/2022 – 11/2024**

Khemis Miliana University

**License Of Marine and Continental Hydrobiology 09/2018 – 06/2022**

Khemis Miliana University

**High School Baccalaureat 09/2013 – 06/2018**

Kouidri Mohamed High school, Khemis Miliana

**LANGUAGES**

* Arabic: Native
* French: Fluent
* English: Good