


Sales Associate | Birkenstock | Graduate

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A sales and marketing management professional having over 5 years of diversified experience in managing sales, marketing and inventory management for Footwear, Fashion brands and Telecoms in outlets of various renowned brands including Birkenstock, Tommy Hilfiger, Vodafone, LC Waikiki and Celio.

Currently working as Sales Associate at Birkenstock at Doha, Qatar and responsible for the management of Sales, Promotions, Team Management, Inventory Management and customer services.

Looking forward to join a large retail organization in Doha where I could add value by utilizing my skills, abilities and experience.

AREAS OF EXPERTISE

- | | | | |
|----------------------------------|------------------------|--------------------------|----------------------|
| ◆ MS Office / Retail Software | ◆ Inventory Management | ◆ Business Communication | ◆ Time Management |
| ◆ Sales and Promotion Management | ◆ Visual Merchandising | ◆ Data Analysis | ◆ Ethics & Integrity |
| ◆ Marketing Management | ◆ Quality Control | ◆ Report Writing | ◆ Leadership |
| ◆ Customer Service | ◆ Training & Awareness | ◆ PR & Negotiation | ◆ Time Management |

PROFESSIONAL EXPERIENCE

Sales Associate - Footwear

Birkenstock – Apparel Group

Jan 2023 – Present

Doha, Qatar

- ◆ Greet and assist customers with enthusiasm and professionalism, providing personalized service to meet their specific needs.
- ◆ Maintain an in-depth understanding of Birkenstock's footwear products, including features, benefits, and sizing.
- ◆ Achieve and exceed individual and store sales targets by employing effective selling techniques and upselling strategies.
- ◆ Ensure that products are neatly displayed, organized, and adequately stocked on shelves.
- ◆ Conduct regular inventory checks and assist with stock replenishment to maintain optimal product availability.
- ◆ Operate the POS system efficiently, processing sales transactions, returns, and exchanges accurately.
- ◆ Foster strong relationships with customers, encouraging repeat business and brand loyalty.
- ◆ Work collaboratively with team members to achieve common goals and maintain a harmonious work environment.
- ◆ Maintain cleanliness and organization of the store, ensuring a safe and welcoming environment for customers.
- ◆ Adhere to all company policies, procedures, and operational guidelines, ensuring compliance with local regulations and industry standards.

Sales Associate - Fashion

Tommy Hilfiger – Apparel Group

Dec 2022 – Jan 2023

Doha, Qatar

- ◆ Provided exceptional customer service, greeting and assisting customers with enthusiasm and professionalism.
- ◆ Developed a comprehensive knowledge of the fashion brand's products, including current styles, trends, and sizing.
- ◆ Utilized effective selling techniques and upselling strategies to meet and exceed individual and store sales targets.
- ◆ Maintained organized and visually appealing product displays, ensuring shelves were well-stocked and tidy.
- ◆ Performed regular inventory checks and assisted with replenishing stock to ensure product availability.
- ◆ Efficiently operated the POS system to handle sales transactions, returns, and exchanges accurately.
- ◆ Built and nurtured strong relationships with customers to encourage repeat business and brand loyalty.
- ◆ Kept the store clean and well-organized, creating a safe and welcoming atmosphere for customers.
- ◆ Followed all company policies, procedures, and operational guidelines, ensuring adherence to local regulations and industry standards.

Salesman - Telecom

Vodafone Center Doha

Dec 2020 – Dec 2021

Doha, Qatar

- ◆ Delivered outstanding customer service by welcoming and assisting customers with enthusiasm and professionalism.
- ◆ Acquired in-depth knowledge of Vodafone's products and services, including mobile plans, devices, and special offers.
- ◆ Employed effective sales techniques and upselling strategies to consistently meet and exceed sales targets.
- ◆ Maintained well-organized and attractive product displays, ensuring promotional materials were current.
- ◆ Conducted regular inventory checks and helped with stock replenishment to ensure product availability.
- ◆ Operated the POS system efficiently to process sales transactions, returns, and exchanges accurately.
- ◆ Cultivated strong relationships with customers to promote repeat business and brand loyalty.
- ◆ Worked closely with team members to achieve store objectives and maintain a positive work environment.
- ◆ Ensured the store remained clean and well-organized, providing a safe and inviting atmosphere for customers.
- ◆ Adhered to all company policies, procedures, and operational guidelines, ensuring compliance with local regulations and industry standards.

Sales Associate

LC Waikiki

Mar 2020 – Nov 2020

Bizerte, Tunisia

- ◆ Provided exceptional customer service by greeting and assisting customers with enthusiasm and professionalism.
- ◆ Gained comprehensive knowledge of LC Waikiki's product range, including clothing, accessories, and the latest fashion trends.
- ◆ Utilized effective sales strategies and upselling techniques to consistently achieve and surpass sales targets.
- ◆ Ensured product displays were well-organized and visually appealing, with up-to-date promotional materials.
- ◆ Conducted regular inventory checks and assisted in restocking to maintain product availability.
- ◆ Efficiently operated the POS system to accurately process sales transactions, returns, and exchanges.
- ◆ Built and maintained strong customer relationships to foster repeat business and brand loyalty.
- ◆ Collaborated with team members to achieve store goals and contribute to a positive work environment.
- ◆ Kept the store clean and orderly, creating a safe and welcoming shopping environment.
- ◆ Complied with all company policies, procedures, and operational guidelines, ensuring adherence to local regulations and industry standards.

Sales Associate

Celio

Jan 2019 – Jan 2020

Bizerte, Tunisia

- ◆ Delivered exceptional customer service by warmly greeting customers and offering helpful assistance.
- ◆ Developed extensive knowledge of LC Waikiki's clothing, accessories, and fashion trends.
- ◆ Applied effective sales techniques and upselling methods to achieve and exceed store sales goals.
- ◆ Organized and maintained product displays to be visually appealing and up-to-date with current promotions.
- ◆ Performed regular inventory checks and assisted with restocking to ensure product availability.
- ◆ Operated the POS system to process transactions, returns, and exchanges accurately and efficiently.
- ◆ Established and nurtured positive relationships with customers to drive repeat business and foster brand loyalty.
- ◆ Worked collaboratively with colleagues to meet store objectives and support a positive team environment.
- ◆ Ensured the store was clean, organized, and welcoming, creating a pleasant shopping experience for customers.
- ◆ Followed all company procedures and policies, ensuring compliance with local regulations and industry standards.

EDUCATIONAL BACKGROUND**Bachelors in Economy and Management**

Habibe Thamer Bizerte School | Bizerte, Tunisia

2018

AWARDS AND ACHIEVEMENTS

- ◆ Received a certificate of appreciation for the Doha Festival City Store for Achieving Highest CA Conversion.

Jan – May 2022

INTERESTS & HOBBIES

Cooking

Books Readings

Watching Documentaries

Playing Football

PERSONAL INFORMATION**Date of Birth:** 29th May, 2001**Marital Status:** Single**Languages:** Arabic, English, French**Driving License:** No**Visa Status:** Qatar ID: 3017 8800 302