



KAIS SLAMA

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PROFESSIONAL SUMMARY

Dynamic manager with a proven track record at La Chaise N14, driving a 25% increase in customer satisfaction through strategic planning and exceptional client relationship management. Skilled in sales and team leadership, I excel in fostering high-performing teams and enhancing luxury client experiences.

SKILLS

- Sales
- CRM
- Team Leadership
- Visual Merchandising
- Operations Management
- Client Retention
- Strategic Planning
- Customer service
- Client relationship management
- Problem solving
- Sales management
- Business development
- Conflict resolution

EXPERIENCE

MANAGER, 02/2024 - Current

La Chaise N14, Tunisia

- - Oversee daily operations of the luxury showroom, ensuring seamless client service and an upscale shopping environment.
- - Lead and motivate a team of sales executives, providing training, performance feedback, and support to achieve sales objectives.
- - Analyze sales data and market trends to develop strategic plans for increasing revenue and customer retention.
- - Coordinate inventory management and liaise with suppliers to maintain optimal stock levels and exclusive product offerings.
- - Implement marketing initiatives and in-store promotions to drive foot traffic and brand awareness.
- - Manage client relations for VIP customers, delivering bespoke solutions and maintaining long-term business partnerships.
- - Drive improvements in customer service processes, contributing to a 25% increase in customer satisfaction scores.

SALES EXECUTIVE, 06/2021 - 02/2024

La Chaise N14, Tunisia

- - Advised high-end clients on luxury furniture selections, ensuring excellent customer experience.

- - Consistently exceeded monthly sales targets by 15-20% through proactive engagement.
- - Maintained expert-level knowledge of product lines and luxury interior trends.
- - Built and managed long-term relationships with designers, architects, and repeat clients.
- - Handled order processing, invoicing, and post-sale coordination.
- - Collaborated with the visual merchandising team to enhance showroom layout.
- - Resolved customer complaints professionally and promptly.

LANGUAGES

Arabic: Native, French: Fluent, English: Fluent

EDUCATION

Airline Flight Academy, Tunis, 01/2024
Aircraft Maintenance Technician

- - Completed intensive training in aircraft systems, maintenance procedures, and safety protocols.
- - Gained hands-on experience with inspection, repair, and servicing of commercial aircraft systems.
- - Developed strong understanding of aeronautical standards and technical documentation.

LANGUAGES

Arabic: First Language

French:

B2

Upper Intermediate (B2)

English:

B2

Upper Intermediate (B2)