



BOUCELLA CHAIMA

Sales Representative

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📍 Umm Ghuwailina, Doha, Qatar

🛂 Valid QID

PROFILE

Motivated and goal-oriented sales representative with extensive experience in driving revenue growth and building lasting customer relationships. Adept at identifying client needs and presenting tailored solutions that enhance satisfaction and loyalty.

EDUCATION

- **Master's degree - Clinical Psychology**
- **Bachelor's degree - Clinical Psychology**
- **Baccalaureate - Literature & Foreign Languages**

EXPERTISE

- Exceptional Communication Skills
- Customer Relationship Management
- Negotiation & Persuasion Techniques
- Sales Strategies Development
- Lead Generation
- Market Research and Analysis
- Product Knowledge
- Closing Techniques
- Prospecting Skills
- Follow-Up Procedures
- CRM Software Proficiency
- POS Systems
- Cash Handling
- Target Achievement
- Inventory Management
- Time Management
- Networking Abilities
- Presentation Skills
- Data Analysis and Reporting
- Competitor Analysis
- Cross-Selling and Upselling Techniques
- Continuous Learning and Development

LANGUAGE

- **Arabic:** Native
- **English:** intermediate
- **French:** intermediate

WORK EXPERIENCE

Real Estate Consultant

March 2025 - Present

Al Nashmia Real Estate Brokerage - Doha, Qatar

- Advised clients on residential and commercial property purchases based on their preferences and budget.
- Conducted outbound calls to attract potential buyers and promote real estate offerings.
- Coordinated property viewings and provided continuous follow-up throughout the sales cycle.
- Collaborated with the sales team to successfully close deals and ensure high client satisfaction.
- Maintained and updated the client database and tracked leads efficiently.
- Achieved set sales targets and earned commission on completed transactions.

Sales Representative

2021 - 2024

Perfume Exhibitions - Algeria

- Engaged customers by promoting a wide range of perfumes, providing personalized recommendations based on customer preferences.
- Handled transactions using POS systems, ensuring smooth and accurate billing, processing payments, and issuing receipts.
- Cross-sold related products, such as lotions, candles, and other fragrance items, to boost customer satisfaction and sales volume.
- Created a welcoming and attractive display of perfumes at the exhibition, ensuring products were presented professionally and appealingly.

Sales Representative

2020 - 2021

Zara - Algeria

- Engaged customers in the store, providing personalized assistance in selecting clothing and perfumes based on their preferences and style.
- Upsold higher-end clothing lines, perfumes, and accessories, promoting seasonal collections and limited-time offers to maximize sales.
- Offered perfume samples to customers, encouraging them to try new fragrances before committing to a full-size bottle, increasing sales.
- Handled returns and exchanges efficiently, following store policies and ensuring customer satisfaction with alternative solutions.

Sales Representative

2019 - 2020

Wow Hair Beauty Center - Algeria

- Greeted clients warmly, assisting them in selecting beauty products such as haircare, skincare, and cosmetic items based on individual needs.
- Educated clients on the benefits and proper use of the products, ensuring they were satisfied with their purchases and increasing brand loyalty.
- Processed transactions efficiently using POS systems, handling cash, credit cards, and mobile payments while ensuring accuracy in all billing.
- Maintained an organized and clean reception area, ensuring that promotional materials and products were attractively displayed.