


HELMI


BEN BELGACEM


CUSTOMER SERVICE SPECIALIST



Contact

 Helmisami294@gmail.com

 +974-33854828

 Doha  
Qatar

Education

2018

**Bachelor Degree In Economics  
And Management**

High School Of Habib Bourguiba  
Tunisia

Skills

- Passionate Of Both Fashion, Accesories And Beauty Trends.
- Strong sense of smell and ability to distinguish between different scents.
- Excellent analytical and problem-solving skills.
- Detail-oriented with strong organizational abilities.
- Ability to work independently and as part of a team.
- Strong communication and interpersonal skills.
- Proficiency in using fragrance evaluation tools and software.
- Knowledge of industry regulations and standards.
- Creative mindset with a passion for fragrances.
- Understanding of market trends and consumer preferences.
- Strong presentation and reporting skills.

Career Objective

Eager to contribute enthusiasm and up-to-date skills to the team. Responsible for providing outstanding customer service, meeting personal sales goals, seeking a position that will allow to utilize written and verbal communication skills, and educational background.

Experience

2022 to 2024

**Fragrance Specialist**

Salam Studio & Stores - IPG Group / Harvey Nichols / The Gat Mall Doha  
Qatar

- Promoted Van Cleef & Arpels, Boucheron, Graff , Moncler, Mont Blanc, Dunhill, Jimmy Choo and Coach fragrances.
- Assisted customers in choosing a fragrance that best complement their body chemistry.
- Taught the customer the knowledge of the notes that makes up the fragrance.
- Impacted customers with the knowledge that have about fragrances.
- Gave them vital information that they can use when buying a fragrance and they are not just making a purchase.
- Professionalism is the most important skill that you will ever need to accomplish the goals of sales.
- Treated the customer the way you would like to be treated as a customer is the key.

2021 to 2022

**SALES OUTDOOR REPRESENTATIVE**

Al Shouki Trading & Contracting Doha Qatar

- Cultivated and developed high-level client relationships and leverage a highly consultative approach within aligned region.
- Worked collaboratively with cross functional teams, including Account Relationship, Marketing, and Corporate Services teams, to drive revenue growth with new and existing clients.

- Commitment to continuous learning and professional development.

Languages

English

Professional Working Proficiency

Arabic

Native

French

Advanced

- Created and present consultative sales presentations with solutions that focus on business outcomes.
- Delivered high quality thought leadership by serving as an industry expert in outdoor advertising.
- Managed and exceeded regional and individual sales goals.
- Provided regular updates to management on pipelines and partnerships through internal CRM.

2018 to 2021

Fashion Client Advisor

ZEN - Avenue Jean Jaures Tunis Tunisia

- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.
- Responded to customer questions and requests in a prompts and efficient manner.
- Engaged with customers in a sincere and friendly manner.
- Prioritized helping customers over completing other routine tasks in the store.
- Built relationships with customers to increase likelihood of repeat business.
- Contributed to team success by exceeding team sales goals by 100%.