

Souhaila Khammassi

Phone: +216 28431559

WhatsApp (Qatar): +974 5094 8448

Location: Tunis, Tunisia

Email: khammassisouheila@gmail.com

Ready to Relocate Immediately

Professional Summary

Motivated and results-driven sales and fashion professional with over 10 years of experience spanning luxury automotive sales, cosmetics retail, bridal fashion design, and customer service. Proven success in exceeding sales targets, managing high-value clients, and delivering exceptional customer experiences in fast-paced international environments. Fluent in Arabic and French, with strong English communication skills and a professional, client-focused demeanor.

Work Experience

Senior Sales Associate – Cadillac Showroom

Mannai Corporation – Qatar | 2023 – 2025

- Greeted high-net-worth clients and conducted tailored presentations of Cadillac luxury vehicles, highlighting model features and driving experience.
- Delivered clear explanations of product specifications, warranty options, and financing plans, resulting in increased customer trust and deal closure.
- Maintained post-visit communication and achieved 110% of monthly sales targets for six consecutive months.
- Oversaw the visual merchandising of showroom vehicles to align with Cadillac brand standards.

Sales Executive – Cosmetics & Perfume

Qatar Duty Free – Hamad International Airport | 2022 – 2023

- Delivered premium sales service to international travelers by promoting luxury perfume and cosmetic brands.
- Performed live product demonstrations and offered tailored recommendations based on client preferences.
- Processed high-volume transactions using POS systems and conducted regular inventory audits.
- Consistently surpassed sales KPIs and earned top performer recognition.

Fashion Boutique Owner – Bridal & Evening Gowns

Tunisia | 2019 – 2022

- Operated a bridal and eveningwear boutique, managing operations, sales, and client consultations.
- Designed and tailored over 150+ unique gowns using client input and market trends.
- Conducted personalized consultations, fittings, and after-sales support.

Fashion Designer (Freelance – Atelier work)

Tunisia | 2016 – 2019

- Designed and handcrafted custom gowns based on client themes and preferences.
- Collaborated with tailors and clients through fittings and reviews.
- Oversaw production from material sourcing to delivery.

Call Center Agent

Teleperformance – Tunisia | 2015 – 2016

- Responded to client calls, provided support, and resolved complaints efficiently.
- Achieved KPIs for resolution time, satisfaction, and accuracy.

Customer Service Representative

Orange Telecom – Tunisia | 2012 – 2015

- Assisted with subscriptions, billing issues, and service complaints.
- Managed databases and provided technical support.
- Mentored junior staff and improved team performance.

Education

Diploma in Fashion Design

High School Degree – Experimental Sciences

Skills

- Sales & Negotiation
- Customer Service Excellence
- CRM & POS Systems
- Microsoft Office
- Multilingual: Arabic (native), French (fluent), English (good)
- Detail-Oriented
- Professional Appearance
- Strong Work Ethic
- Fast Learner
- Adaptable in Multicultural Environments

Certifications

- Cadillac/GM Sales & Service Training (Qatar)
- EV Training
- Customer Communication
- Sales & Brand Knowledge

Other

Valid Qatari Driving License

Ready to Relocate Anywhere in the Gulf