

Ali Omar

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Doha, Qatar

Client Advisor | Sales Representative



Professional Summary

Experienced Sales and Cashier professional with a strong background in retail operations, cash handling, billing, and customer service. Proficient in sales support, product knowledge, data entry, and sales process. Known for accuracy, organization, and the ability to deliver efficient service in fast-paced retail environments.

Experience

Sales representative – May 2025– Oct 2025

Artal Perfume – Qatar – Doha

- Promoted and sold luxury and niche perfume brands, delivering personalized fragrance recommendations to customers.
- Achieved and exceeded monthly sales targets through effective upselling, cross-selling, and customer engagement.
- Built and maintained strong client relationships, ensuring repeat business and high customer satisfaction.
- Managed product displays, stock availability, and basic inventory tracking to support smooth daily operations.

Sales representative – Aug 2024 – Feb 2025

Bloom Authentic Outlet – Lebanon – Tripoli

- Assisted customers with product selection and provided expert advice.
- Maintained product knowledge to support upselling and cross-selling.
- Handled inventory checks and ensured proper product display standards.
- Supported sales targets through efficient service and customer engagement.

Sales Representative – Jan 2019 – Sep 2021

Spinneys – Lebanon – Tripoli

- Processed customer purchases, payments, and refunds accurately.
- Provided customer assistance and product information on the shop floor.
- Maintained organized checkout areas and followed cash control procedures.
- Assisted in stock replenishment and shelf organization.
- Ensured compliance with company service and operational standards.

Sales Representative – Aug 2015 – Dec 2018

Hallab Castle (1881)

- Managed international client inquiries for high value services, including medical procedures and luxury healthcare experiences, via tele sales, social media outreach, and personalized consultations.
- Guided clients through the full-service journey, coordinating appointments, accommodations, and support while delivering premium VIP service.
- Conducted market and social media research to identify potential clients, offering tailored solutions.
- Maintained detailed records in CRM systems to track leads, follow ups, and conversions, contributing directly to revenue growth and business development.
- Managed partnerships with international clients, travel agents, and medical facilitators.
- Coordinated logistical details, appointments, and hospitality arrangements.

Warehouse Medicine Packaging – 2013 – 2014

Alam Pharmacy

- Assisted in packaging and labeling pharmaceutical products
- Ensured proper handling and storage of medical items
- Followed safety, hygiene, and inventory control procedures
- Supported warehouse organization and stock management
- Worked closely with team members to meet daily operational targets

Core Skills

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| • Sales & Corporate Accounts | • Deal Closing |
| • Retail Sales & Store Performance | • Client Relationship Building & Customer Retention |
| • B2B & B2C Sales | • Active listening |
| • Key Account & Client Relationship Management | • Microsoft Office |
| • Revenue Growth, Upselling & Cross-Selling | • High Pressure Decision Making |
| • Sales Forecasting & Target Planning | • Communication & Presentation |
| • CRM Systems (Sales Pipeline & Lead Management) | • Problem Solving & Service Recovery |
| • KPI Performance | • Post Sales Follow-up |
| • Inventory Control & Stock Optimization | • Time Management & Prioritization in Fast-Paced Environments |

Languages

- Arabic – Native
- English – Fluent
- French – Fluent

Education

Lebanese International University – 2018 – 2021

Radio, TV & Film