

# ALI FATAH

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## PROFESSIONAL SUMMARY

Customer-focused Retail Sales & Cashier Professional with 3+ years of experience in high-volume supermarkets and international retail brands. Proven ability to handle 100+ daily transactions, drive sales through upselling, and deliver exceptional customer experiences. Strong expertise in POS systems, cash management, merchandising, and inventory support. Recognized for speed, accuracy, and teamwork in fast-paced retail environments.

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## CORE COMPETENCIES

Customer Service Excellence • POS Operations • Cash Handling • Sales Targets Achievement • Upselling & Cross-Selling • Retail Operations • Inventory Support • Merchandising • Customer Retention • Complaint Resolution • Team Collaboration • Multitasking in High-Traffic Stores

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## PROFESSIONAL EXPERIENCE

### Sales Associate

Oran, Algeria

Zara | 2021 – 2023

- Drove sales performance by actively engaging customers and recommending products, contributing to daily revenue targets
- Achieved high conversion rates through effective upselling and cross-selling techniques
- Maintained visual merchandising standards, ensuring attractive product displays aligned with brand guidelines
- Handled POS transactions efficiently, delivering fast and seamless checkout experiences
- Supported peak-hour operations, managing high customer traffic while maintaining service quality
- Built strong customer relationships, increasing repeat business and brand loyalty

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### Cashier

Oran, Algeria

Blue Blanc Supermarket | 2023 – 2025

- Processed 100–150+ transactions daily with high accuracy in a fast-paced supermarket environment
- Managed cash, card, and digital payments, ensuring precise reconciliation at shift end
- Reduced customer wait time by maintaining speed and efficiency during peak hours
- Resolved customer issues quickly, improving overall customer satisfaction
- Collaborated with store teams to support stocking, shelf organization, and smooth store operations
- Maintained compliance with company policies, hygiene, and safety standards

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## **KEY ACHIEVEMENTS**

- Handled high-volume transactions with near-zero cash discrepancies
- Consistently recognized for speed, accuracy, and customer service quality
- Contributed to team sales targets in competitive retail environments

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## **TECHNICAL SKILLS**

- POS Systems (Billing & Checkout)
- Cash Handling & Reconciliation
- Inventory & Stock Support
- Retail Sales Techniques
- Basic Reporting & Daily Sales Tracking

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## **SOFT SKILLS**

- Strong Communication & Customer Engagement
- Problem Solving Under Pressure
- Teamwork & Flexibility
- Time Management & Multitasking
- Attention to Detail

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## **LANGUAGES**

- Arabic – Native
- English – Conversational
- French – Basic