



ADEM ARFA

Sales Executive | Customer Service Specialist

CONTACT

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Doha, Qatar

EDUCATION

High School Diploma – Informatics

High School Houcine Bouzayane

2013 – 2018

SKILLS

- CRM Systems
- Strong sales and customer relationship skills
- Excellent communication and negotiation ability
- Call Center Operations
- Relationship Management
- Data entry and record keeping

KEY STRENGTHS

- Upselling & Cross-Selling Techniques
- Client Communication & Negotiation
- CRM Systems & Customer Data Management
- Lead Handling & Customer Conversion
- Problem Solving & Objection Handling
- Microsoft Office (Word, Excel, Outlook)

LANGUAGES

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

PROFILE SUMMARY

Results-driven and multilingual Sales and Customer Service professional with over 7 years of experience in high-volume environments, including telecommunications and hospitality. Proven ability to build strong client relationships, identify customer needs, and drive sales opportunities while delivering excellent service in Arabic, English, and French. Skilled in CRM systems, customer engagement, and problem-solving, with a strong focus on achieving targets and maintaining high customer satisfaction.

WORK EXPERIENCE

Sales Associate

Feb 2026 – Mar 2026

Qatar Event – The Boutique (Qatar Tennis Federation)

- Served as the main contact for international clients, ensuring a premium service experience and supporting customer engagement during high-traffic events.
- Handled customer inquiries in real time and provided relevant information to support satisfaction and engagement.
- Maintained a professional environment aligned with brand standards and customer expectations.

Customer Service & Sales Representative

PC Tools – Gafsa, Tunisia

Dec 2022 – Dec 2025

- Managed daily operations and supervised staff to maintain service quality.
- Handled customer inquiries and resolved escalations efficiently.
- Used CRM systems to track customer history and improve service accuracy.
- Ensured smooth workflow and consistent service delivery across the team.

Customer Service Agent (Telecommunications)

Ooredoo Tunisia – Gafsa, Tunisia

Jan 2022 – Nov 2022

- Provided technical support for mobile services and internet accounts.
- Educated customers on plans and services to support retention and sales.
- Delivered multilingual support to a diverse international client base.

Customer Service Representative

Elma-GM Rent Car – Ben Arous, Tunisia

Jan 2019 – Dec 2021

- Managed reservations and specialized in personalized client service.
- Explained insurance and rental terms to ensure full customer transparency.
- Maintained detailed records to ensure consistent and efficient operations.

Customer Service Assistant

Guest Services – Tunisia

Jun 2018 – Dec 2018

- Provided direct customer interaction and support in hospitality environment
- Assisted customers with service inquiries and bookings
- Maintained a positive customer experience and brand image