



# Bilel Haj Taieb

+97471148175

Bilelhadjtaieb2@gmail.com

Qatar , Doha

Valid QID

## Professional Summary

Dynamic and results-driven professional with extensive experience in sales, customer service, ticketing, and reception. Strong communication and interpersonal skills with a proven track record of delivering excellent customer experiences and achieving sales targets. Adaptable and highly motivated to contribute effectively in a fast-paced environment.

## SKILLS

- Sales & Client Relationship Management
- Customer Service & Ticketing Systems
- Reception & Front Desk Operations
- Excellent Communication & Interpersonal Skills
- Problem Solving & Conflict Resolution
- MS Office, CRM, Booking Software
- Challenger Selling.
- Relationship-Building.
- Social Selling.
- Excellent Communication & Interpersonal Skills
- Upselling & Negotiation Skills

## LANGUAGES

- **English** – B2
- **Arabic** – Mother language
- **French** – C2

## HOBBIES

- Reading
- Sketching
- Photography
- Design

## EDUCATION

- Certificate of Basic Training in National Guard - Ministry of the Interior
- Certificate in English .
- Diploma in graphic design - Higher university of Arts and Crafts of Sfax Tunisia
- Certificate in business intelligence - Higher university of Industrial Management
- Bachelors`s degree in Economics and Management

## Professional Experience

### Vodafone Qatar | Sales Executive | Customer Service Representative Doha, Qatar | Jun 2024 to till date

- Delivered high-quality customer service by assisting customers with Vodafone products, services, plans, and technical inquiries.
- Achieved and exceeded monthly sales targets through effective product presentation, upselling, and cross-selling of mobile and broadband services.
- Maintained up-to-date knowledge of Vodafone offers, promotions, and policies to provide accurate information.
- Used CRM systems to record customer interactions and sales transactions.
- Worked collaboratively with team members to meet store and company KPIs.

### Sales representative |Aldo | Qatar Hyatt Plaza Mall | |Feb 2023 to Apr 2024.

- Greeted customers upon entrance and regularly offered sizing and sampling assistance
- Offered sizing suggestions based on brand and product knowledge
- Managed inventory control. Cash, control, and store opening and closing procedures
- revenue growth through exceptional customer service and strategic sales techniques as a Sales Associate.

### Sales Advisor | Decathlon Tunisia |Tunis,Tunisia | Jan2021 To Dec 2023.

- Assisted customers with their purchases.
- Restocked inventory and organized shelves.
- Operated the cash register and handled cash transactions.
- Completed a comprehensive training program on retail sales techniques, product knowledge, and customer engagement.
- Developed expertise in personal styling, upselling, and creating memorable shopping experiences.

### Customer service , receptionist | Hotel Gulf to leep |Gammart , Tunisia | Jan 2018 to Dec 2020| , Tunisia .

- Greeted visitors warmly, managed sign-in procedures, and directed them to appropriate departments, ensuring a welcoming atmosphere and efficient visitor flow.
- Answered and directed incoming phone calls using a multi-line phone system, providing accurate information and transferring calls to the appropriate personnel.
- Maintained a clean and organized reception area, ensuring that brochures, magazines, and other materials were well-stocked and neatly arranged.

### ❖ Sales representative|prafume luxury |mall of sousse | sousse , Tunsia Jan Nov 2016 – Dec 2017 .

- Managed client accounts and developed strong relationships to boost repeat business.
- Achieved [85]% of sales targets consistently through effective product promotion and customer engagement.
- Assisted customers with inquiries, product selection, and post-sale support.