



SLIM JNAYEH

PROFILE

Highly motivated and results-driven professional with over 7 years of experience in sales, customer service, and administrative management. Proven track record of achieving sales targets, enhancing customer satisfaction, and streamlining administrative operations. Skilled in team coordination, client relations, and operational efficiency, with a strong ability to adapt to dynamic work environments. Committed to delivering excellence, fostering client loyalty, and supporting organizational growth through proactive problem-solving and effective communication.

CONTACT

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- Doha - Qatar
- Nationality : Tunisian

EDUCATION

- Office Automation Training: Word, Excel, PowerPoint [Certified By Microsoft](#)
- High School Degree in Computer Science

SKILLS

- Customer Relationship Management (CRM)
- Sales Strategy & Target Achievement
- Administrative Operations
- Team Coordination & Leadership
- Client Needs Assessment
- Conflict Resolution & Problem Solving
- Inventory Management
- Billing & Account Management
- Product Knowledge & Promotion
- Communication & Interpersonal Skills
- Time Management & Prioritization
- Reporting & Documentation
- Event & Campaign Support
- Staff Training & Mentoring
- Data Entry & Record Keeping
- Process Optimization
- Multitasking in Fast-Paced Environments
- Customer Feedback Analysis
- Professional Presentation & Merchandising
- Adaptability & Quick Learning

LANGUAGE

- Arabic : Mother Tongue
- English : Fluent
- French : Fluent

WORK EXPERIENCE

2022 – 2025

Administrative Officer

EXIST, Mall Of Sousse | Sousse, Tunisia

- Managed daily administrative operations to ensure smooth store functioning.
- Coordinated between departments to optimize internal processes.
- Prepared and monitored monthly financial and sales reports.
- Organized and maintained administrative documents and supplier contracts.
- Managed staff schedules and calendars efficiently.
- Addressed client inquiries and resolved administrative issues promptly.
- Collaborated with management to implement effective procedures.
- Maintained accurate tracking of inventory and orders.
- Assisted in planning promotional events and marketing campaigns.
- Ensured compliance with internal standards and legal regulations.

2019 – 2022

Sales Executive

EXIST, Mall Of Sousse | Sousse, Tunisia

- Achieved and exceeded monthly sales targets through excellent customer service.
- Advised clients on products and promotions to maximize sales.
- Built and maintained long-term client relationships to encourage loyalty.
- Handled daily sales transactions and maintained accurate records.
- Ensured attractive product presentation and merchandising in-store.
- Participated in organizing promotional events to boost store traffic.
- Monitored inventory and coordinated restocking with logistics.
- Trained and mentored new sales team members.
- Collected and analyzed customer feedback to improve product offerings.
- Collaborated with the team to achieve overall store objectives.

2017 - 2019

Customer Service

Orange , Telecommunication Company | Sousse, Tunisia

- Provided excellent customer support through phone, email, and in-person interactions.
- Resolved client issues promptly, ensuring high customer satisfaction and loyalty.
- Assisted customers with account management, billing inquiries, and service setup.
- Processed orders, upgrades, and service requests efficiently.
- Documented customer interactions and maintained accurate records.
- Educated clients on products, services, and promotions to enhance sales.
- Collaborated with internal teams to resolve complex technical or service issues.
- Monitored customer feedback to identify opportunities for service improvement.
- Contributed to achieving departmental performance targets consistently.
- Supported the implementation of customer service policies and procedures.