



Mr Wadia Trabelsi

Tunisian nationality

Born in 07/04/1994

status: Single

Driving license: yes

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Training

2018

English language certificate

Level B1

10/09/2018

High school

Bachelor Degree

IT Certificate

Professional experiences

January 2019 _ Till March 2020

Cerruti 1881 Burjumen Mall, Dubai, AE

Sales executive

As a Sales Executive in Cerruti, I am responsible for delivering an outstanding customer service to all customers and using appropriate sales techniques and product knowledge to reach the sales targets. In addition, I am responsible for stock replenishment, promotion of products and new launches, and cash handling.

- Achieve the sales target by using advanced sales techniques and product knowledge.
- Focus on selling and up selling.
- Build and maintain customer relationships in order to build strong loyalty.
- Communicate with customers to assess and satisfy their needs, and meet or exceed their expectations.
- Maintain high standards of Visual Merchandising housekeeping in term of cleanness, display and stock rotation.
- Implement all merchandising as per the brand's visual merchandising guidelines.

June 2016 – 2018

Zara , Tunisia MALL

Sales Representative

AS Zara Ambassador I am providing a a good experience to customers And building long lasting relationship by engaging them also leveraging on the Brand also Clienteling tools and activities.

- Engage in upselling, cross selling and multiple selling for all product categories.
 - Monitor individual sales and achieve performance target and KPI
- Client Management.
- Strengthen customer relations, and nurture loyal customer
 - Manage customer service quality, to meet customer expectations by offering professional and individual human touch with the customer Store Operations.
 - Operate the Retail Pro Management system, in all areas relating to stock transfer, payment, stock inquiry and customer database input Store Management.
 - Maintain inventory accuracy by properly receive, display and store merchandise according to company guidelines.
 - Maintain a safe and clean store environment and implement daily housekeeping duties.

2015 _ 2016

Customer Service Agent

Babies Shop

- Spend time with customers and recommend products which suit the customer's lifestyle.
 - Give a high priority to sales to meet your sales targets.
 - Keep up to date with new ranges of products,
- service.
- Give customers a service to try the product or as complimentary
 - Monitor stock levels and sales, and re-order items when necessary.
 - Keep customer records to create a more personalized service.
 - Wrap purchases and handle cash or credit card payments.

Languages

- **Arabic: mother tongue**
- **French: fluent**
- **English: fluent**

KEY SKILLS AND COMPETENCIES

- Having a proven ability to plan, organize and control activities & staff.
- Ability to work under pressure and to targets.
- Disciplined approach & strong/effective communicator at all levels.
- Able to manage available resource to maximize productivity and efficiency.
- Having the ability to motivate people and good skills on management.
- Possessing a responsible attitude and also calm under pressure.
- Computer skills: advanced Microsoft office
- Internet and Search Engine

Centers' of interest

Video games , making new friends , football ...