



MAROUA BOUNEB

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📍 AJMAN, UAE

Nationality: TUNISIAN

Birthday: 23-05-1988

Status: MARRIED

Status: Husband Visa

Religion: Muslim

PERSONAL SKILLS

- Microsoft office
- Outlook office automation
- Excellent communication skills
- Ability to multitask and prioritize work accordingly
- Excellent sales and marketing acumen
- Resourceful with profound ability to work under stress and targets
- Hard worker and able to adapt quickly in international work environment
- Creativity, organization, teamwork, and excellent communication

CUSTOMER SERVICE AND SALES

A proven Advisor Beauty and Sales Professional She has the drive to not only do well for herself, but also for others. She loves beating the competition, can make customers enthusiastic about a product and has the desire and determination to be successful in any field.

With her present employer she has been instrumental in helping them to achieve their sales results and is Responsible for maximizing their profitability.

She has extensive experience of working in a customer-facing role and an innovative, team-oriented environment. Would be comfortable in any highly visible position that requires an entrepreneurial individual.

Right now, she is looking for a suitable position with a company that offers its staff unlimited earnings potential.

EDUCATION

- 2008 technician in telecommunication and networks:
- Telecommunication and network center - Tunis
- 2011 Senior : Language
- Tunis Center: Tunis
- 2018 Certificate of attendance empathy and service since

WORK EXPERIENCE

L'Oreal Beauty Shop Expo 2020: Store inCharge

2021 TO CURRENT

L'Oreal UAE – Dubai UAE

- overall care of staff and their well-being
- Presentation of store and advertising displays
- Recruiting, performance management, and workplace scheduling
- Product management, including ordering, receiving, price changes, handling damaged products, and returns
- Team Development, facilitating staff learning training, and development
- Problem solving, handling unusual circumstances
- To understand the customer service principles
- To handle problems and questions to customers
- Basic computer applications in stores management and materials control

LANGUAGE

ARABIC ●●●●●
ENGLISH ●●●●●
FRENCH ●●●●●

HOBBIES

SINGING
MOVIES
TRAVELING
SPORTS

Beauty Advisor Captain, l'Oreal - Abudhabi

2013 to 2020

- Sales makeup and skin care
- Ensuring elevated level of stocks
- Customer service to reach sales target
- Handel new launches/promotion/ visual and merchandising
- Build and maintain customer relationships to build strong loyalty
- Monitor sales activities and generate a daily sales report
- Focus on selling/up selling new launches/slow moving items
- Recommend order

Area Supervisor in Shop l'Oreal – Al Ain

2018 to 2019

- Making presentations to groups at company-sponsored gatherings.
- Handling all the administrative aspects of a sale.
- Planning future follow-up conversations with customers.
- Evaluating the needs of customers.
- Selling products to new and existing customers.
- Writing up customer contracts and warranties.
- Provide timely and relevant follow-up to customers.
- Accepting customer payments.
- Carrying out periodic customer service surveys.
- Coordinating the use of marketing tools and resources.
- Maintaining the professional appearance and cleanliness of a showroom.

Beauty Advisor CHALHOUB Group UAE – Al Ain

2013 to 2015

- Exceptional sales ability and customer service
- Professional and personable in all customer and coworker relations
- In-depth knowledge of cosmetics skin type dermatology etc.
- Creativity in designing displays to catch the eye of the customer

AGENT IN CALL CENTER“Outsourcing” - Tunis

2012 to 2013

- Excellent mathematics skills for easy calculations
- Known for exceeding store sales goals collaboratively Proficient in building exceptional customer experiences through engagement, positive attitude, and great service
- Well-versed in performing daily departmental maintenance tasks
- Assist customers with product selection and queries

MEDICAL RECEPTIONIST – Tunis

2011 to 2012

- Complying with procedures, rules, and regulations on keeping a safe and clean reception area
- Documenting and communicating various actions, irregularities, and continuing needs
- Contributing to the team by accomplishing tasks as needed
- Register patients according to established protocols
- Assist patients to complete all necessary forms and documentation including medical insurance
- Ensure patient information is accurate including billing information
- Inform patients of medical office procedures and policy
- Maintain and manage patient records
- Move patients through appointments as scheduled
- Answer incoming calls and deal with inquiries
- Transfer calls as required