**Abu Dhabi UAE**

**badis\_ha@hotmail.com**

**Badis Hadji**

**00971567147140**

**UAE Driving licence**

Dear Sir/Mum,

I am interested in applying for a position at your reputable company.

My most recent experience is working as customer service agent, sales, business development executive I would try to contribute in any way possible to help attain your needs and vision your aiming at serving your overall prospective development targets. Prioritizing and Multi-tasking are two of my strongest attributes and key to carrying out the position of sales and marketing professionally and effectively. I am also highly motivated and reliable with a passion and natural flare for customer service. Looking to further my career within the corporate sector, which I feel is pinnacle in the market. This is what I have been working towards and I feel that I have progressed through the correct channels to reach the stage where I am trained and experienced to the standards that I know you are looking for in your staff. Furthermore, I am a hard worker, energetic, and punctual team player possessing excellent motivational skills, and I accept a demanding atmosphere as a challenge. The enclosed resume will help give you a brief outline of my track record so as to assist you in assessing my qualifications as a prospective recruit.

I was handling customer service tasks face to face and over the phone joining many companies as sales advisor and call centre agent trying to solve customers problems and manage their accounts, handling daily programs members through e-mails and calls, checking feedbacks plus preparing summary reports with all the tasks done and productivity.

Thanking you in advance for your consideration, I would be eager to supply you with any additional information or references that might be required.

Looking forward to hear from you.

* *0bjectives*
* To work and grow with a progressive organization that offers challenging situations, job satisfaction, rewards, vision and innovation.
* Looking forward to obtain further growth & career development in a positive healthy working atmosphere as well as implementing the skills I have with serious effective principles.
* *Special Skills*
* Communication Skills:
* Very good team player.
* Accept advices & suggestions from managers and team members.
* Solve most of the faced challenges in projects.
* Able to work under pressure
* Effective management and interpersonal skills.
* Reliable, ambitious and self-motivated.
* Empathic to people and situations.
* Able to liaise with people from all different cultures and backgrounds
* *Education Qualification:*

2000 – 2002 Campus Tunis, Tunisia

\* level high school in Economy & Management

* – 2012 faculty of economic sciences, political and disposition

\* Diploma in business management

Computer education:

\* Windows

\* MS Office

\* Excel

\* Outlook

TRAINING CERTIFICATE:

* 18-01-2009 till 24-01-2009: telephone etiquettes
* 15-02-2012 till 15-08-2014: diploma in computer
* 25-01-2009 till 02-02-2009: communication skills
* 27-09-2010 till 21-10-2010: customer service
* 24-10-2010 till 21-11-2010: call centre
* 26-06-2013 till 04-07-2013: product consultant
* **CAREER HISTORY**
* **fashion shop manager ( 2015 - 2016 )**
* take care of the day to day operations of the store and ensures maximum profitability for the store
* An individual responsible for managing the overall functioning of the store
* make sure the store is meeting the targets and earning profits
* responsible for maintaining the overall image of the store
* responsible for managing the assets of the store

* **Business development executive with image advertising**
* **2014 – 2015**
* Manage accounts and meet or exceed targets relating to revenue growth, activities, profit margin, mix of products and services sales, customer retention and customer acquisition.
* Adhere to all quality standards and processes, for the acquisition of customers, opportunities and submission of tender and contract documents
* Bid management processing and manage order levels maintaining the CRM database
* Provide regular feedback to senior management about Marketplace and competitor activity
* Develop effective working relationships with customers Through regular meetings and identify and obtain further sales And business development opportunities
* Identify requirements for new products & services to Anticipate and potentially lead the market.
* Apply Companywide project management standards in preparing bids and contracts, responding to customer needs and managing the sales process from opportunity identification to customer sign off.
* **team leader with Mohamed hilal group(hind al oud perfumes trading)**
* **2011 - 2014**
* Prepare daily sales report and send them to the office.
* Direct communication with potential clients.
* Reviewing own sales performance, aiming to meet or exceed targets.
* Use of up selling techniques for the product.
* Responsible for handling the turning in of cash at the end of each sales associate’s day and is required to ensure that all the money is accounted for in the end
* Find ways to make employees more productive to meet the goals.
* Take care of the day to day operations of the shop and ensures maximum profitability for our shop
* Responsible for maintaining the overall image of the shop
* Make the customers feel safe and comfortable in the shop. It is my key responsibility to make sure that the customer leaves the shop with a pleasant smile
* responsible for planning, managing profit and loss, handling cash at the shop as well as collating daily sales as well as other necessary reports
* Must ensure that the shop is free from pilferage
* . The security and safety of the shop is his responsibility. The store manager must ensure that sufficient inventory is available at the store to avoid being “out of stock
* Problem solving, handling unusual circumstances
* Team Development, facilitating staff learning training, and development
* May also find ways to make employees more productive to meet the goals
* Should set an example for his/her subordinates to follow
* Should motivate my team to achieve the target
* **Food and beverage supervisor with golden tulip hotel**
* **2008 - 2010**
* Prepare daily sales report and send them to the office.
* Create promotional strategies and techniques to increase sales.
* Replenish stocks on display and ensure availability of the stock in the selling area.
* Report discrepancies, defect or damages of any product.
* Conduct daily inventories and merchandise stored in the stockroom.
* Handle customer queries and provide detailed information.
* Maintain good interpersonal relationship to fellow staff, customer and company management.
* Attract the customer’s attention for the products.
* Product knowledge to be explained to the customer.
* Use of up selling techniques for the product.
* **Car Sales Executive (renault workshop) tunisia**
* **2006 - 2008**

- Sell quality used cars

- Qualify the customers and guide them to the vehicle which fits their needs.

- Sell various insurance products like (Motor insurance/ GAP insurance and Protect +)

- Sell vehicle accessories like (GARDX paint protection/ Window Tint/ Bluetooth etc)

- Explain the customers about vehicle and its options. - Focus on customer service values.

* INTERESTS

Physical training, swimming, traveling, experiencing different cultures, photography, reading & Cooking

* Personal details

Gender: male

Date of Birth: June 19th, 1984

Place of birth: Tunis

E-Mail: badis\_ha@hotmail.com

Languages Known: Arabic, English and French.

Marital Status: Single

Nationality: Tunisian

Type of Visa: my own visa

**References available upon request.**