

ANASS HADDAD

Experienced Sales Professional with 3.5 years of proven expertise and exceptional communication skills. Seeking to establish a rewarding career in a prominent high-tech company surrounded by dedicated professionals, where I can fully explore my abilities and reach my full potential. I aim to secure a position with a company that values quality products and offers opportunities to surpass sales targets. My goal is to enhance customer service relations and further develop my skills as a sales associate, with the potential for long-term career advancement. I am eager to contribute as a valuable team member in a stimulating and innovative environment.

WORK EXPERIENCE

NIKE - DOHA - QATAR SALES ASSOCIATE

March 2022 – Till date

Provide exceptional customer service by greeting and assisting customers in a friendly and professional manner.
Maintain a deep knowledge of Nike products, including their features, benefits, and current promotions.
Assist customers in finding the right products that meet their needs and preferences.
Educate customers on the technical aspects of Nike products, such as performance technologies and materials.
Recommend additional products and accessories to enhance the customer's shopping experience and meet sales targets.
Keep the sales floor and product displays organized and visually appealing.
Stay up-to-date with the latest trends in sports and fashion to provide informed advice to customers.
Handle customer inquiries, requests, and complaints in a professional and timely manner.
Collaborate with team members to achieve sales goals and contribute to a positive work environment.
Maintain a high level of personal presentation and adhere to the company's dress code policy.
Follow inventory management procedures, including receiving and replenishing stock on the sales floor.
Assist with store opening and closing duties, including cash register reconciliation and ensuring security measures are followed.
Adhere to company policies, procedures, and guidelines to maintain a safe and welcoming environment for customers and employees.

DECATHLON - MORROCCO SALES ASSISTANT

December 2020 – January 2022

Provide exceptional customer service by welcoming and assisting customers with their inquiries, product selection, and purchases.
Maintain a strong knowledge of Decathlon's product range, including features, specifications, and benefits, to effectively guide customers in making informed purchasing decisions.
Demonstrate product functionalities and offer appropriate recommendations based on customers' sporting needs and preferences.
Ensure the sales floor is well-maintained, organized, and visually appealing, with proper product placement and signage.
Process sales transactions accurately and efficiently using the point-of-sale (POS) system, including handling cash, credit cards, and other forms of payment.
Handle customer inquiries, concerns, and complaints in a professional and empathetic manner, resolving issues to customer satisfaction.



+974 50663317



Doha - Qatar



anasshaddad012@gmail.com

PERSONAL SKILLS

TEAMWORK	★★★★★
COMMUNICATION	★★★★★
TIME MANAGEMENT	★★★★★
SERIOUS	★★★★★
SELF MOTIVATION	★★★★★

PROFETIONNAL SKILLS

MS WORD	★★★★★
MS EXCEL	★★★★★
MS POWER POINT	★★★★★
MS DOS	★★★★★

LANGUAGES

ARABIC	★★★★★
ENGLISH	★★★★☆
FRENCH	★★★★☆

Participate in regular training sessions to enhance product knowledge, sales techniques, and customer service skills.
Support visual merchandising efforts by assisting in the setup of displays, window showcases, and promotional signage.
Actively promote sales, discounts, and special offers to maximize customer engagement and increase sales revenue.

LC WAIKIKI - MORROCCO

SALES ASSISTANT

January 2020 – November 2020

Greet customers and provide friendly, helpful assistance in their shopping experience.
Assist customers in finding the right size, style, and color of clothing or accessories.
Provide product knowledge and detailed information about the features, materials, and care instructions of the merchandise.
Maintain a well-organized and visually appealing sales floor, ensuring products are properly displayed and stocked.
Process sales transactions accurately and efficiently using the point-of-sale (POS) system.
Handle cash, credit card, and other forms of payment, while maintaining proper cash handling procedures.
Maintain a high level of customer service by addressing customer inquiries, concerns, and complaints in a professional and timely manner.
Collaborate with team members to achieve sales targets and provide exceptional customer service.
Stay updated on current fashion trends, product offerings, and promotions to better assist customers and make appropriate recommendations.
Assist in visual merchandising efforts, including setting up displays, arranging window showcases, and ensuring proper signage.
Help with inventory management by monitoring stock levels, conducting stock counts, and assisting in replenishment.
Keep the store clean and organized, including fitting rooms, sales floor, and backroom areas.
Attend training sessions and meetings to enhance product knowledge, sales techniques, and customer service skills.
Participate in promotional events, sales campaigns, and loyalty programs to drive sales and customer engagement.
Adhere to company policies, procedures, and security measures to ensure a safe and secure shopping environment.

EDUCATION

RECEPTION TECHNICIAN IN AIR AND SEA TRANSPORT

Dubai Institute of Aviation and Tourism

BACHELOR DEGREE IN SCIENCE

Zarktoni University, Morocco