

IHEB MHEDHBI

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Professional Profile

Dedicated young professional currently studying towards Electromechanical Engineer , with complimentary experience in customer services obtained from a busy retail environment. Passionate about Web Development. An active member of several high school clubs like a chess club, a gaming club ,dedicated to both personal and professional development. A reliable team member with a personable nature and positive communication style, experienced in collaborating with team members to ensure the delivery of unrivalled customer support.

Core Skills

Customer services

Retail operations

Customer enquiries

Microsoft office

Team collaboration

Complaints resolution

Effective communication

Education

2013-2017 **Ali bourguiba high school kalaa kbira**
Technical High School Diploma
73

2020-2023 **Epi polytechnique**
Electromechanical Engineering

Additional

Languages

English: near-native

French: near-native

Arabic: native

Germany: intermediate

Career Summary

Jan 2022 - dec 2022. ZARA Tunisia , shop assistant (part time)

Outline

Working within Men's Wear and Home within a team of 8 staff members, as part of a wider team of circa 200 staff. Providing excellent customer service when responding to requests and reporting to the Team Manager.

Key Responsibilities

- Maintain an in-depth product knowledge across Men's Wear and Home to support customers to make well-informed selections of suitable products decisions on refunds and price matches

- Utilise the cash desk and follow company standards and procedures to process payments and refunds, including making

- Nurture and strengthen relations with customers including highlighting store promotions promptly resolving enquiries

- Maintain the store, delivering outstanding standards in housekeeping to support wider branch aims

- Promote the full product assortment and service range inclusive of products across departments other

- Attend daily meetings around shop floor communications and changes regarding price updates

- Monitor the floor including attending to other floors requiring support, and attending to external customer calls