



# AHLEM HAMDI

## CONTACT

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**Address:** Dubai , UAE  
**Nationality:** Tunisian

## EDUCATION

## Bachelor's Degree Major: Technology and Media

Graduation Year: 2018

## SKILLS

- Customer Service
  - Sales and Marketing
  - Adaptability
  - Problem-Solving
  - Communication
  - Teamwork
  - Sales Techniques

A 19TH-CENTURY  
ENGLISH-CHINESE  
DICTIONARY

- Arabic
  - English
  - French

## ABOUT ME

Experienced professional with a background in real estate brokerage, customer service, and sales, demonstrating a strong aptitude for problem-solving, teamwork, and customer relationship management. Proven ability to adapt to diverse roles, with a solid foundation in marketing and communication. Adept at understanding customer needs and market trends, committed to delivering exceptional results in dynamic environments. Seeking new challenges to leverage a diverse skill set and contribute to a forward-thinking team.

## EXPERIENCE

## Customer Service

Forever 21 January 2023 - November 2024

- Provided customer support and assistance in a fast-paced retail environment.
  - Handled customer inquiries, exchanges, and returns.
  - Contributed to visual merchandising and store presentation.

## Salesperson

Chinese Market Perfume Store Paris

March 2022 - November 2023

- Engaged in direct sales of perfume products to customers.
  - Provided product information and recommendations.
  - Handled transactions and maintained the presentation of the store.

## Customer Service

Hamadi Obeid Clothing Store

January 2018 - November 2019

- Delivered exceptional customer service in a retail environment.
  - Assisted customers in finding products and making purchase decisions.
  - Managed inventory and maintained the cleanliness of the store.

## **Customer Service**

Ooredoo

November 2016 - December 2018

- Provided customer service support for telecommunications products and services.
  - Assisted customers with inquiries, complaints, and service requests.
  - Maintained accurate customer records and resolved issues promptly.

## **Broker - Marketing**

Real Estate Company

March 2014 - January 2016

- Acted as a broker, engaging in real estate marketing activities.
  - Facilitated property sales and rentals.
  - Developed and implemented marketing strategies.