



MAISSA KHEDMADJI

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Results-oriented **Retails & Customer Service Associate** with **4** years of demonstrated expertise in directing service operations and customer service initiatives to achieve corporate goals. In-depth customer service experience in client-focused positions with the determination to deliver world-class customer experience. Problem-solver with diverse experience in team leadership, including a great record of resolving customer service escalations. Highly motivated with proven sales record, improving buying experience and elevating company profile with target market.

Core Competencies

- Customer service expertise
- Target achievement
- Visual merchandising
- Decision making skill
- Good communication skills
- Loss prevention
- Product promotions
- Inventory control & process
- Merchandise expertise
- POS Systems
- Microsoft Office skills
- Multi-tasking
- Cash till management
- Voice call center expertise
- Interpersonal skills

Career Path

Sales Associate, Toms, Mall of Emirates, Apparel Group, Dubai, UAE - 06/2019 - 06/2020

Trained and developed sales team associate in products, selling techniques and procedures. Maintained organized, presentable merchandise to drive continuous sales. Implemented up-selling strategies for recommending accessories and complementary purchases. Greet customers and answer their queries. Meet individual and store sales targets. Handle and resolve customer's complaints. Represent and promote the brand with products and services at store. Explain product benefits. Provide customer feedback to Head-Office. Check inventory to ensure merchandise is in stock.

Key Accomplishments;

- Recognized by senior management for exceptional customer service
- Achieved budgets over the last five years staying within the top 5% of performers within that same time frame.
- Maintained gross volume growth of 3.5% over the last five within the defined territory.
- Implemented a sales plan on a quarterly basis to determine the account goals, based on percent to business, and achieve the budget for the QuarterMade appointments with key decision makers to present entire promotional program that resulted in increased display penetration and increased gross sales volume.

Sales Associate, Stradivarius, Dubai Mall, Dubai Holdings Group, Dubai - 06/2016 - 06/2018

Organized racks and shelves to maintain store visual appeal, engage customers and promote merchandise. Evaluated inventory and delivery needs, optimizing strategies to meet customer demands. Analyzed and processed returns, assisting customers with finding alternative merchandise to meet needs

Key Accomplishments;

- Exceeded corporate sales goals, consistently recognized as part of the top 15% of sales representatives in the region.
- Determine on a daily basis, how best to assign variable labor to achieve customer readiness and improve efficiency with the daily workload

Sales Associate, Tommy Hilfiger, Bob Ezzouar Mall, Algeria - 02/2015 - 11/2016

Ensured team-wide commitment to customer service quality standards. Managed storefront financial responsibilities, including cash deposits, cash till management, inventory maintenance, and processing financial transactions. Developed and provided a good customer experience which lead to a loyal customer base. Reinforce the importance of comfort by educating customers who want to by footwear.

Key Accomplishments;

- Received Regional Achievement Award for best sales associate in Q4 of 2015.
- Top Revenue Producer in the department for all 5 years and 3rd highest in the store.
- Consistently produced 300% of quota by going above and beyond the normal customer service.
- Responsible for display and merchandising to achieve optimum visibility.

Educational Qualifications

Said Hamden High School, Algeria, **Bachelor of Science, Psychology**, 2014. 2 Years University Of Law Algeria.

Language Skills: English, Arabic, French