

MOUHAMED MONTASAR TRABELSI

Sales Executive, Customer service

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Dubai – UAE



EXPERIENCE

Customer service

ATB BANK TUNISIA

JAN 2020- DEC 2022

- Answer customer's questions about basic banking services.
- Assist customers with determining whether they need to speak with a banker or the representative can complete their banking tasks.
- Provide assistance in using in-bank automated teller machines.
- Help customers select and fill out banking forms before approaching a teller
- Provide general support to visitors.

Sales Executive

ZEN BRAND TUNISIA:

FEB 2018- JAN 2020

- providing excellent shopping environment to customers and generating maximum business results.
- Developing and sustaining friendly relationships with customers.
- Guiding and recommending clothes to customers matching with their personality.
- keeping store organized and clean and monitoring changing rooms
- Ensure the floor and displays are correct and well maintained.

EDUCATION

- **2019-2021** Computer science certificate, Higher institute of training in TUNISIA
- **2017-2018** Baccalaureate degree

SKILLS

- Communication Skills
- Outstanding customer service
- Team work
- Salesmanship
- Competitive
- Disciplined & motivated

LANGUAGES

- ENGLISH ■ ■ ■ ■ ■
- ARABIC ■ ■ ■ ■ ■
- FRENCH ■ ■ ■ ■ ■