

# Mohamed Mustapha Ben Romdhane

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## PROFILE

Customer-focused professional with a background in sales, multilingual proficiency, and proven expertise in delivering exceptional service. Highly motivated customer service specialist with experience in resolving customer complaints and promoting conflict resolution. Seeking a position to leverage diverse experiences and strong communication skills in a dynamic remote support role.

## EDUCATION

HIGH SCHOOL DIPLOMA December 2012  
Khair El-Din Pasha High School, Beer Al- Kasaa, Al-Morouj, Tunisia

BACHELOR'S DEGREE IN ENGLISH LANGUAGE, LITERATURE AND CIVILIZATION July 2016  
Faculty of Literature, Arts and Humanities, Mannouba, Tunisia

## SKILLS

- Administrative skills
- Communication
- Customer Service
- Client Acquisition and Retention
- Sales Strategy
- Self-motivation
- Organization
- Time management
- Attention to details
- Software Proficiency
- Problem-solving
- Adaptability
- Ability to multitask

## LANGUAGES

- Arabic
- English
- French

## WORK EXPERIENCE

Sales Representative December 2022 – October 2023  
*Lord Store, Sokra*

- Executed order processing operations with meticulous attention to detail, ensuring accurate product selection, timely shipment, and delivery; maintained 99% on-time delivery rate.
- Employed expert negotiation skills to overcome objections and secure lucrative deals, resulting in a 15% increase in average deal size and a 20% boost in customer satisfaction.

Sales Consultant November 2021 – November 2022  
*Zen, Tunisia*

- Proactively engaged with customers, providing product recommendations and addressing inquiries to achieve monthly sales targets.
- Fostered positive customer relationships through attentive listening and personalized service, utilizing upselling techniques to maximize revenue by 12%.
- Collaborated seamlessly with team members, contributing to a positive and productive work environment.

**Sales Consultant**

September 2020 – September 2021

*HA Hamadi Abid, Tunisia*

- Greeted customers with a friendly and welcoming attitude.
- Assisted customers in selecting clothing items that suit their style, body type, and preferences.
- Provided fashion advice and recommendations for complete outfits.
- Suggested accessories, footwear, or complementary items to customers to increase their purchase value.

**Panel Coordinator**

October 2019 – October 2020

*Ipsos - Global Market Research Company, Tunisia*

- Built and Developed Ipsos oncologist Panel via email and phone.
- Employed persuasive strategies to get panelists to agree to participate in the healthcare initiatives, which led to a 15% increase in the company's oncology workforce.
- Assured that project deadlines, business goals, and project targets were fulfilled in collaboration with the field team.

**Medical Assistant and Receptionist**

January 2018 – September 2019

*Afrique Assistance - Mapfre Asistencia Insurance, Tunisia*

- Provided medical assistance by phone and email for the SubSaharan travelers abroad.
- Gave a warm welcome to the guests via phone, registered, and updated the guest information in the system.
- Coordinated with medical panels all over the world to schedule appointments with specialists or at the hospital.
- Ensured the safety and security of the patients with high-quality phone techniques.
- Shifted between different languages; Arabic, French, and English to assist diverse customers efficiently.
- Managed multiple calls while offering the appropriate medical support.