



After having more than 6 years of experience in the field of sales as a commercial branch supervisor, and recently a VIP restaurant supervisor, I had several skills from which I became more persevering, calm, and organized, I know how to perfectly manage periods of strong crowd. Today, I would like to put my knowledge, my commercial experience, my skills in commercial management and team management at your service to achieve your commercial objectives.

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Skill Highlights

- Communication
- Management
- Leadership
- Creation of decorative pieces with newsprint.
- Voluntary and associative activities.
- Strong negotiation skills
- Strong analytical skills
- Familiar with teamwork
- Excellent customer service satisfaction

Languages

- English: Read & Write & speak
- French: Read & Write & speak
- Arabic: native speaker

Digital Competence

- DESIGN GRAPHICS AND MEDIA.
- MICROSOFT OFFICE; WORD, EXCEL.
- GOOD COMMAND OF OFFICE SUITE.
- PHOTOGRAPHER.

Experience

RECENTLY

- **FIFA WORLD CUP QATAR
VIP RESTAURENT SUPERVISOR - LUSAIL
STADIUM 2022 [HOSPITALITY]**
- **Commercial Branch Supervisor
UNIVERSAL COLD STORES TRAD COMPANY
Saudi Arabia
2016 – 2020**

As a branch supervisor my main role was handling, running all the works inside the branch, through the staffs who follows and execute my instructions.

- ✓ control of staff *appearance and timing*
- ✓ Highlight of promotion items
- ✓ Ensure keeping prices up to date
- ✓ Ensure providing items in warehouse and shelves.
- ✓ Ensure showroom is kept to company visual standard.
- ✓ Maintain products Knowledge.
- ✓ Monitor store and employee key performance indicators.
- ✓ Handle customers needs according to company policy.
- ✓ Dealing with direct suppliers.
- ✓ Daily provide the administration with all details related to the branch.

PREVIOUSLY

- Store shelf manager at Carrefour market. 2013
- Marketing call center agent. 2014
- Seller in a men's clothing store. **Beja - 8 months- 2014
- Seller of household appliances and computers in the Electro-Future store.**Beja- 6 months 2014-2015
- Seller of diversified electronic products at Luxury House **Beja- 5

Acquired Skills

- ✓ Motivate team to reach our goals and target.
- ✓ Being polite and helpful at all.
- ✓ Focused on customer satisfaction revenue.
- ✓ Control of merchandisers - timings, appearance, refill of their items, prices mismatch-
- ✓ Trying to solve issues in after sales counter with customers about delay delivery, refund, and exchange policies.
- ✓ Checking of stock movement and ordering schedule.
- ✓ Dealing and negotiating with suppliers.
- ✓ Good communication skills gained through my experience as salesman.
- ✓ Good communication and ability to persuasion through my experience in a call center and providing customer service.

Education

- ✓ Study level: Bac+3
- ✓ (Note: unfinished third academic year because of a family situation)
- ✓ Degree: Fundamental Licensing of Management / Marketing Specialization. 2013 Jendouba University - Tunisia
- ✓ Baccalaureate diploma 2008 Economics and Management -Ibn Al-Haytham High School – Tunisia - Beja