

## Mariam Bejaoui

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Telephone: +971 50 902 7331  
Gender: Female  
Nationality and DOB: Tunisian; 18.09.95



### Summary:

I graduated from the Faculty of Economics and Management of Tunis with Bachelor in International Business. I am looking to develop my years of customer service experience in different industries as Call center, Retail, Real-Estate and hospitality and perform my work abilities within working for a well organized company where i can improve my skills and be a positive individual for the company.

### Professional experience:

#### Damac Properties

Aug 2022 to Present

#### Brand Ambassador

- Promote Damac projects and new promotions.
- Achieve the assigned leads tours and sales targets.
- Follow up with the leads to convert it into show meeting.
- Sending daily weekly, monthly, quarterly and yearly reports to the managements.

Charles & Keith

#### Sales Assistant

Nov 2021 to Aug 2022

- Greeting walk-in customers and those with appointments, established their needs, providing advice and assist them with their purchase.
- Recommend suitable and complimentary products and accessories, upsell product lines and advise customer on new promotions.
- Handle complaints and escalate any significant issues to the duty manager for further advice and action.
- Consistently generate customer retention - Proactively look for ways to encourage customers to return to the store.
- Assist with store and window display and replenished supply of stock on the shelves.
- Performing inventory checks and monitoring sales floor.
- Working in a multicultural team, problem solving and sharing information with my team members are my strongest skills in this role.

Transcom Tunisia

#### Customer Care Specialist

June 2020 to Oct 2021

- Provided day to day support and responded to telephone and online sales enquiries.
- Managed and resolved complaints in person as well as through digital online channels.
- Documented all information in accordance to standard operating procedures.
- Maintained and improved performance by adhering to standards and guidelines.

### Key Skills and Strengths:

- Empathetic and able to handle people in a diplomatic and tactful way.
- Skilled team player having worked with different multi-cultural teams.
- Excellent interpersonal skills and adopts a customer-centric strategy.
- Organised professional, manages time efficiently and can work under pressure.

### Education:

Faculty of Economics and  
Management of Tunis

Bachelor in International Business

Graduated in 2019

#### Languages:

Arabic: Native

English : Written  
Read and Spoken

French : Written  
Read and Spoken