



Oualid Fetni

Results-driven Store Manager with great experience in retail management and operations. Proven ability to lead teams to achieve sales targets and enhance customer satisfaction. Skilled in inventory management, visual merchandising, and implementing effective marketing strategies to drive store performance. Strong analytical and problem-solving skills, with a track record of optimizing processes to improve efficiency and reduce costs. Excellent interpersonal and communication abilities, committed to fostering a positive work environment and developing staff to reach their full potential.

PROFESSIONAL EXPERIENCES

Store Manager

07/2018 - 08/2024

Al Motahajiba (Al Sidiq Holding) - Qatar

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Hiring, training, and overseeing new staff.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Developing and arranging promotional material and in-store displays.
- Preparing detailed reports on buying trends, customer requirements, and profits.
- Undertaking store administration duties such as managing store budgets and updating financial records.
- Monitoring inventory levels and ordering new items.

Assistant Store Manager

05/2016 - 06/2018

SCKECHER AND HUSH PUPPIES - Qatar

- Assisting the store manager in all areas of daily business operations, human resources, customer service and merchandising.
- Coordinating, monitoring and reporting on daily operations.
- Recruiting, training and supervising employees.
- Managing employee schedules, conducting performance reviews and enforcing disciplinary actions.
- Monitoring and maintaining suitable store inventory levels.
- Assisting with the development of new sales and recruitment strategies.
- Ensuring the store environment complies with health and safety regulations.
- Maintaining a clean, organized and aesthetically pleasing store front.
- Resolving customer complaints and concerns in a timely manner.
- Ensuring that store policies and procedures are followed.

Fragrance Sales Associate

03/2014 - 02/2016

Gallery Parfums - Algeria

- Greeting and assisting customers in the fragrance department, providing personalized recommendations based on their preferences.
- Engaging customers in a friendly and approachable manner to create a positive and welcoming shopping environment.
- Actively promoting and selling a range of fragrances to meet or exceed sales targets.
- Developing and maintaining a comprehensive knowledge of fragrance brands, ingredients, and product features.
- Educating customers on the unique qualities of each fragrance, helping them make informed purchasing decisions.
- Monitoring and managing fragrance inventory, ensuring products are well-stocked and the display is attractive.

CONTACT

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- Doha - Qatar
- Nationality : Algerian

EDUCATION

- **2012: Master Degree (Arabic language)**
University of Algeria.
- **2010: Bachelor's Degree (Arabic language)**
University of Algeria.

LANGUAGES

- Arabic : Mother tongue.
- English : Written and spoken (Good) .
- French : Written and spoken (Fluent) .

SKILLS

- Strong management skills.
- Excellent organizational skills.
- Effective communication skills.
- Exceptional customer service skills.
- Ability to work in a fast-paced environment and handle multiple tasks.
- Basic computer skills for processing sales transactions.
- Knowledge of luxury brands, trends, and market dynamics.
- Ability to work in a fast-paced, dynamic environment.
- Sales-driven with a proven track record of meeting and exceeding targets.
- Familiarity with point-of-sale (POS) systems and other retail technology.
- Ability to use technology for clientele and CRM (Customer Relationship Management).
- Precision in processing transactions and handling merchandise.
- Attention to detail in visual merchandising and maintaining store appearance.
- Ability to handle challenging situations with poise and professionalism.