

Competitive Sales Supervisor with experience overseeing sales teams to meet sales plans. Proficient in handling customers' complaints, inquiries and addressing concerns. Consistently completes sales orders accurately to exceed customer expectations. Outstanding leadership, organizational and communication skills.

Agile and adaptable team leader with stellar history, motivational approach and upbeat nature. Skilled in training employees and leveraging organized approaches to handle daily planning, scheduling and customer service requirements. Hardworking and innovative individual with talents in leading company initiatives, establishing vendor partnerships and conducting employee relations

Work History

2020-08 -
Current

SALES SUPERVISOR

MADI INTERNATIONAL, DUBAI, UAE

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Checking against the competitor's sales and promotions and would plan and implement our own exceptional and chart-topping promotions and sales.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers.
- Organized and coordinated sales team schedules to align obligations for both clients and company.
- Kept orderly and accurate accounting records by monitoring sales documentation.

2017-07 -
2020-07

SALES SUPERVISOR

ALEXNDRE J (CRM Distribution), Dubai, UAE

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.



**MONEEM
JEMAI**
Sales Supervisor

Contact

Address

Dubai, DU

Phone

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Skills

Order management



Sales team assistance



Goals and performance



Budget and report writing



- Is responsible for directing, managing and motivating the sales team members so that they together we will achieve sales targets or set figures.
- Responsible for supervising the various shift structures appointed to different employees or sales team members.
- Delegate work or duties to different individuals working on the various job positions within the sales department.
- Built and maintained rapport with store personnel to effectively meet company and client objectives.
- Recruited and retained top talent, with focus on completing timely performance evaluations, providing positive feedback and rewarding superior performance.
- Monitored daily sales operations and served as informational and procedural resource to team members.
- Directed smooth merchandising of products to engage customers and promote sales.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Submitted reports to senior management to aid in business decision-making and planning.

SALES SUPERVISOR

ANFASEK DOKHOUN, Dubai, UAE

- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Built and maintained rapport with store personnel to effectively meet company and client objectives.
- Set clear & smart targets for the salesman and deliver the objectives that are consistent with the company goals.
- Support successful execution of core work (delivery, backroom, management, merchandising & equipment)
- Checked store merchandise regularly for proper display and replenishment.

Scheduling



Operations



Systems and software programs



Inventory oversight



Store appearance and merchandise



Sales expertise



Management support



Staff Management



Product and service sales



2014-08 -
2017-06

- Directed smooth merchandising of products to engage customers and promote sales.
- Administered performance reviews and held workshops to improve performance of team.
- Multiplied earnings through sales goal achievement, customer service improvements and commitment to team objectives.

2011-08 -
2014-07

STORE MANAGER

PARIS GALLERY, DUBAI, UAE

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Devised, deployed and monitored processes to boost long-term business success and increase profit levels 95%.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Promoted team collaboration, performance and efficiency by fostering healthy environments focused on mutual success.
- Oversaw, trained and encouraged 20, Sales Executives, promoting culture of efficiency and performance.
- Rotated stock to achieve optimum appeal and minimize shrinkage.
- Protected store from loss or theft by setting and enforcing clear security policies.
- Executed proof of concept strategic initiatives for future goals, including digital signage and guided selling plans.
- Scheduled and led weekly store meetings for all employees to discuss sales promotions and new inventory while providing platform for all to voice concerns.
- Oversaw employee scheduling to guide operations and secure adequate staffing coverage for busy periods.
- Completed all point of sale opening and closing procedures, including counting contents of cash register.

Languages

English



Excellent

Arabic



Excellent

French



Excellent

- Generated repeat business by delivering exceptional customer service and positive engagement.
- Partnered with store director to interview, hire, train and develop department managers and team members to build and sustain high in-store performance.
- Delivered positive results by controlling monthly operations budget and limiting financial discrepancies.

Education

2000-10 -
2003-06

Bachelor of Arts: ECONOMICS

AL MANAR UNIVERSITY - TUNISIA

Additional Information

I have 10 years extensive and diverse sales experience. Having a valid UAE driving license and knowledgeable of Dubai and most of UAE roads. I am flexible and adoptive to different situation. I can work under pressure. I have the ability to challenge and inspire growth within myself and towards my staff. Considers myself having a great understanding of my team's core job.