



# Dhia BEN MEAD

## Sales Executive

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📍 Dubai, United Arab Emirates

## SKILLS

- Sales Technics
- Negotiation
- Call Center
- Continous Improvement
- Performance Tracking
- Decision Making & Multitasks
- Critical & Creative Thinking
- Communication & Leadership
- Time & Team Management
- Under Pressure Working

## LANGUAGES

- English S/R/W: Good
- Arabic S/R/W: Native
- French S/R/W: Fluent

## SOFTWARE

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- CRM
- SAP
- AutoCAD

## PERSONAL DATA

- Tunisian
- Single
- Immediately Available

## PROFILE

I am positive person able to engage with audience at any time. I will always put the customer's requirements first, whilst maximising profitability. I am expert at advancing sales to the next level, meeting their needs of customers and exceeding set performance goals.

I am ready to join new opportunity that will allow me to develop my professional and personal skills.

## WORK EXPERIENCES

### *Sales Executive – DU Sales Agent*

**DERBY Group of Companies – Dubai UAE** | 11/2022 – To present

- Making outbound calls & Receiving inbound Calls for Customers to sell telecommunication products from DU. Presenting the service to customers and sending mails to create leads.
- Negotiating prices and convincing customers to meet target fixed with management
- Meeting potential customers face to face to finalizing sells
- Following up with customers and solving problems in terms of technical, bills, services, informations.
- Following company's own compliance guidelines.
- Working with team to reach commun targets

### *Power Sales Manager*

**Own Retail Shop - Tunisia** | 08/2017 – To present

- Welcoming customers and presenting our products to meet their needs.
- Answering customer's e-mail/phones and fixe their issues.
- Recommending the way in which costumer should feel best approached
- Providing personalised advices to costumer claims
- Preparing quotation and invoices and reviewing prices for ensuring loyalty.
- Visiting customer location for direct and delivering goods.
- Checking the storage, making inventories and contacting suppliers and negotiating for better price of merchandise.
- Receiving calls to Schedule meetings with potential customers
- Preparing weekly report to analyse the business rating and taking actions accordingly
- Managing and coashing sales team and following the progress efforts
- Obtaining balance of payment from client on time.

### *Call Center Agent*

**Call Center Tunisia S.A** | 01/2009-11/2010

- Making phone calls to Schedule meeting with potential customers.
- Following company's own compliance guidelines.
- Presenting the service to customers

### *Costumer Respresentative*

**Top One Marketing - Tunisia** | 09/2003 – 12/2008

- Leading advertising campaign inside malls,parcs,schools of different products
- Reporting day to day the performance of team
- Representing the product to custumors and making the tasting if needed
- Animating the team to get the high performance

## FORMAL EDUCATION

### **Bachelor's Degree in Engineering**

**National Institute of Applied Sciences and Technologies**  
**INSAT - TUNISIA** | 2003 - 2009

### **High school Diploma: Mathematics**

**LE BARDO School - TUNISIA** | 2003