



# Sidali Telilani

## Sales Consultant

✉ telilani.sidali@yahoo.com

☎ +971567701437

📍 International city,  
Dubai, UAE

🇩🇪 Algerian

📅 04/07/1993

I like to be judged on my individual performance and enjoy earning job related rewards based on my effort and ability to execute in the position.

### PROFESSIONAL EXPERIENCE

01/2021 – present	<b>FEWA</b> , Customer Service Representative <ul style="list-style-type: none"><li>• Answer incoming calls and respond to customer's emails.</li><li>• Management and resolve customer complaints.</li><li>• Identify and escalate issues to supervisors.</li><li>• Provide product and service information to customers.</li></ul>	Dubai, UAE
01/2020 – 01/2021	<b>Galleries Lafayette</b> , Sales Consultant <ul style="list-style-type: none"><li>• Exceeded agreed upon sales targets and outcomes by 20% on a regular basis.</li><li>• Expedited the resolution of customer problems and complaints to maximize satisfaction.</li><li>• Scored 95% in customer satisfaction survey.</li></ul>	Dubai, UAE
11/2018 – 12/2019	<b>Nicoli - Fashion Avenue, Dubai Mall</b> , Retail Sales Supervisor <ul style="list-style-type: none"><li>• Attained Employee of the Month Award many times.</li><li>• Attained 5-star feedback by 300+ clients.</li><li>• Drove +100k aed more sales per month through up-selling and cross-selling based on customers' needs.</li><li>• Implemented effective sales strategies that led to 130% achievement of annual sales targets set for the year 2019.</li></ul>	Dubai, UAE

### CERTIFICATES & TRAINING COURSES

#### **TCF - French Institute**

*C1 Level accredited by the French Ministry of Education*

#### **SAP - Cupola Dubai**

*Course combines instruction in human resource software management, database management, and business training.*

#### **Startup weekend - Algeria**

*Participation Certificate - Badji Mokhtar University - Annaba*

#### **Soft Skills**

*Dubai Leadership Skills, Teamwork, Communication Skills, Problem-Solving Skills, Work Ethic.*

#### **CRM and Salesforce**

*Get introduced to the platform, navigate use cases, and build custom functionality.*

#### **Fundamentals of digital marketing**

*Google Garage*

### EDUCATION

09/2013 – 10/2017	<b>Master's degree - Geotechnics</b> , Baji Mokhtar University <ul style="list-style-type: none"><li>• Critical thinking, Appraisal and evaluation.</li><li>• Ability to demonstrate advanced scholarship and research.</li><li>• Communication and presentation skills to suit purpose and target audience.</li></ul>	Annaba, Algeria
-------------------	---	-----------------





## LANGUAGES

---

Arabic	● ● ● ● ●	French	● ● ● ● ●
English	● ● ● ● ●		



## SKILLS

---

Microsoft office, Customer Service, Organization, Merchandising, Basic Math. Dependability.