

# GHOFRANE MHAMDY

CLIENT ADVISOR

## EXPERIENCE

- **SAKS FIFTH AVENUES CITY  
CENTRE**

2024 - present

- **BRAND AMBASSADOR and BEAUTY CONSULTANT  
“ CHRISTIAN DIOR “**

- Provide personalized beauty consultations to clients, offering expert on products.
- Build and maintain strong relationships with customers through follow-ups and exclusive invitations.

- **BAHRAIN DUTY FREE**

2022 - 2024

- **BRAND AMBASSADOR and BEAUTY CONSULTANT  
“ CHRISTIAN DIOR “**

- Working on the shop floor providing assistance directly to customers
- Influence clients by identifying their needs and suggesting products to drive sales.
- Track sales objectives and create business plan to obtain goals.

- **Teleoperator Call Centre  
(outgoing call) VOICECOM , TUNISIA**

2019 - 2021

- Achieve personal and team qualitative and quantitative target
- Managing large amounts of inbound and outbound calls in a timely manner
- Identifying customers' needs, clarify information, research every issue and providing solutions

- **Sound Technician (Television  
Control ) LYBIA ALWATAN TV ,  
TUNISIA**

2018 - 2019

- Intervened on recorded performances (television shows) or the live ones (live broadcasts).
- Be in charge of the connections of the equipment of sound and carry out the necessary wiring

## EDUCATION

- **Applied degree in audiovisual and  
cinema, sound specialty**

2015 - 2018

Institut International du numérique et  
audiovisuel (IINA), Tunis

- **Bachelor of Experimental Science  
2013**

AL MANAR high school, kasserine , Tunisia



## Objective

To succeed in an environment of growth and excellence and earning a career that provide me job satisfaction and self-development



+97339052249



Mhamdy.ghofrane@gmail.com



HIDD , BAHRAIN

## LANGUAGE

- Arabic
- English
- french

## SKILLS

- Customer service
- Creativity
- Communication
- time management
- Flexibility
- Leadership

## CERTIFICATES

- Advance Selling Skills  
Training
- DIOR Trainings
- LVMH Trainings