



Mohamed D Tacine

Sales Operations Associate

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Languages

- French (Basic)
- English (Fluent)
- Arabic (Fluent)

About

With a rich background in premium retail and luxury hospitality, I excel in delivering exceptional customer service and thrive in fast-paced environments. My experience ranges from sales associate to warehouse operations, showcasing my adaptability and eye for detail. Proficient in English and Arabic, with basic knowledge of French, I am adept at engaging with a diverse clientele.

BRANDS WORKED WITH

- Tasti Pizza Ltd.
- UNTUCKit Ltd.
- Waiter UNI Restaurant.

Experience

- **Waiter UNI Restaurant.** | Jan 2023 - May 2023
 - UNI Restaurant is a luxury Japanese cuisine restaurant serving outstanding seafood menu.
 - This job role entails great standard towards hospitality and great attention to details, from quality of dishes served to decoration, set up, and alignment of the dining area, as well as the waiting etiquette and care for all customers.
- **Sales Associate and Key Holder**
UNTUCKit Ltd. | Jun 2021 - Dec 2022

This job role holds a great stand towards sales, customer service, and hospitality.

been trained as a sales associate to meet the requirements for representing a premium brand; great attention is paid towards customers and visitors of the store, paying attention to details is also of a great importance, keeping the store set to premium standards also includes housekeeping, styling, and decoration.

 - Other responsibilities and experiences gained through this role are: Store performance reporting to the area manager (Excel sheets and email reporting), daily and weekly target setting focusing on KPI, UPT, ATV and average weekly earnings; dealing and sorting customer issues and queries through live online chats, processing payments, refunds and exchanges, and also start and end of day cash handling.
- **Team Member**
Tasti Pizza Ltd. | Aug 2018 - Aug 2020
 - This role had many aspects from working as a cook/chef, as well as gaining Barista experience, serving customers, operating cash registers – using EPOS system -, team leading and organizing, telephone communications, sorting stock orders, as well as housekeeping.
- **Waiter/ Barista**
Uni Restaurant | Dec 2022 - Jan 2024

UNI Restaurant is a luxury Japanese cuisine restaurant serving outstanding seafood menu.

This job role entails great standard towards hospitality and great attention to details, from quality of dishes served, decoration, set up, and alignment of the dining area, as well as the waiting etiquette and care for all customers, processing payments and closing procedures.

Education & Training

- 2019 - 2024 ● **London Metropolitan University**
Bachelor of Science,

2015 - 2018 ● **Saudi School in Algeria**

General Scientific Studies,