

Ali Qahtan

Luxury Sales Professional

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Languages

Arabic (Native)

English (Fluent)

Italian (Basic)

About

I am a motivational, empathetic, supportive leader with 9 years of experience in delivering exemplary customer service in luxury retail. Responsible for operations, staff training & development and stock. My practical mind set strong work ethic and willingness to roll up my sleeves. Key drivers in achieving my level of work are commitment, honesty and dedication. Skilled in Trend Analysis, Sales, Customer Relationship Management (CRM), Personal Shopping, and Teamwork. Performance and a constant curiosity are two goals in life that feeds me every day and pushes me to find new challenges. Mastery of three languages including English, Arabic and Italian.

BRANDS WORKED WITH

46 Berkley Square

Harrods

HOPE 5D

Joseph multi desingers

Selfridges

The Birley Clubs

Experience

● Jewellery & Fashion Brands Marketing Intern

HOPE 5D | Jan 2021 - Aug 2021

- Working with PR and design team to develop marketing strategies.
- Developed and implemented marketing plans
- Arranging weekly marketing meetings with staff
- Working with marketing and Merchandising team to find new ways to increase awareness of the Jewellery website category
- Reviewing current Fashion trends



● Brand Manager (Alessandra Rich) / Personal shopper

Harrods | Sep 2018 - Oct 2020

- Sales performance - Achieving sales targets using commercial reports weekly and acting accordingly to drive my individual targets
- Strong relationship - Building a strong relationship across varying departments of the business from Buyers, to Merchandisers, Stock Controllers and showroom. Have been the reason to why I have been successful in what I do in my position
- Team development - I have Managed a team to work in a most effective and productive way in order to provide a more personal and inspiring touch to the quality of service and develop their sales skill
- Fashion knowledge - I continually learn and improve my knowledge of all Designer wear and keeping up-to-date with knowing any new releases both product and brand based, understanding current trends to develop a better understanding about their customers and using my personal style to help influence their approach to fashion
- Clienteling - I have developed great customer relations and loyal high spender clients. In this modern age of technology, the effective use of particular social media platforms has been an amazing tool for me to keep them informed, interested and keep in touch



● Senior Sale Assistant/Stylist for Men's and Women's wear designer's

Selfridges | Jan 2016 - Sep 2018

- Senior Sale Assistant/Stylist for Men's and Women's wear designer's
- Exceptional customer service experience by greeting, listening and assisting customers in exceeding their needs, demonstrating an excellent knowledge of all products
 - Strong cross and up-selling for all product categories
 - Discuss with clients and give advices on general trends in fashion world and developments in luxury market
 - Build and strengthen relationships with customers, deal with different nationalities



and personalities and put always the customers at ease

- Ensure the achievement of individual and Store goals, enhancing and developing the business

● E-commerce executive

The Birley Clubs | Sep 2021 - Jan 2022

Provide knowledgeable answers to customer phone and e-mail inquiries regarding products and brand

- Assist clients on order-on-line Deal with orders in the back office and liaise with logistics
- Follow-up on orders and liaise with customers, retail, repair services, buyers, etc
- Follow-up on all customer requests to ensure the brand provides the highest level of customer service in the industry
- Manage ongoing customer relationships utilizing our CRM tools
- Develop collaborative, positive working relationships with staff at our traditional boutiques
- Assist customers with after-sales service issues
- Be a primary contact for customer inquiries about our products and brand.
- Able to communicate concisely our company policies to client Maintain and update regular client correspondence

● Supervisor

Joseph multi desingners | Aug 2022 - Now

Responsible for supervising different activities taking place on the sales floor and assisting the store manager managing daily KPS's and staff performance expectation.

- Administration responsibilities including stock levels and replenishment control, morning briefs.
- Coached colleagues on the development training programme in store focusing on areas such as product knowledge and styling sessions.
- Pro-activity on the shop floor providing excellent customer service to high end clientele on daily basis.
- Participate in Client Relations, marketing / partnership events
- Work alongside the wider business to understand key business trends and increase business acumen

Education & Training

2011 - 2014

● London metropolitan university

Bachelor , International Relations

2010 - 2011

● Waltham Forest College

Diploma , Higher education in Business Management