

# Elyes Hzami

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📍 Mourouj 1, Ben Arous – Tunisia  
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✉ elyes.hzami@gmail.com  
📅 Date of Birth : 01/09/1985  
🚗 **Driver's license: A,A1,B,D1 (Since 2007)**  
🔑 **Available immediately and I m looking for a Job .**

## Education :

**High School Diploma (Baccalaureate) – Mathematics**  
*Lycée Mourouj 1 / 2006*

**Higher Technician in business**  
*CSFMTH-HF / 2011*  
Specialization: Sales

## Profile :

Passionate about sales, I have developed strong skills in customer relationship management, organization, and commercial process monitoring. Independent, detail-oriented, and always alert to new trends, I aim to leverage my expertise to enhance product visibility and customer satisfaction.

## skills :

### Organizational Skills:

Able to manage multiple tasks simultaneously and meet deadlines.

### Customer Focus:

Customer-centric approach, offering solutions to boost loyalty.

### Client Portfolio Management:

Regular follow-up and development of existing client relationships while expanding the network.

### Adaptability:

Quick to adapt to changes in the work environment.

### Team Spirit & Leadership:

Effective team collaboration and ability to motivate toward shared goals.

### IT Tools:

Microsoft Office Suite and computer

## Professional experiences :

### Independent Car Sales Agent :

**2008 - 2014**

Purchased vehicles from various and resold them for profit.

Conducted vehicle inspections, assessed market value, and negotiated purchase and resale prices.

Built and maintained a network of loyal clients by offering personalized advice and trustworthy service.

Kept up to date with automotive market trends and pricing to ensure competitive offers.

- **Freight Forwarding Agent – Group Hamrouni :**  
**2014 – 2016**

- **Product Organization & Presentation:** Prepared and presented goods to ensure compliance with safety and quality standards before shipment.
- **Stamping documents:** collaborate with MSC / CMA-CGM / MAERESK
- **Banking operations** related to transport documents
- **Compliance with Standards:** Ensured procedures complied with transit and product handling regulations.
- **Team Coordination:** Worked closely with logistics and technical teams to ensure efficient product management.
- **Customer Communication:** Tracked orders and provided real-time updates to customers regarding product availability and delivery times.

**Sales representative for ORTA COFEE:**  
**2016-2018**

- **Client Prospecting and Portfolio Development:**
- **Commercial Negotiation:** Negotiate prices, quantities, delivery schedules
- **Customer Relationship & After-Sales Service:** Maintain regular contact with clients and respond to their inquiries.  
Handle claims or complaints related to quality, delivery

- **Sales Representative – LJ Bureautique:**  
February 2018 – until now

**Sales of office furniture, school supplies, computer accessories, and consumable products.**

**Product Display:** Managed product layout in sales areas, applying commercial strategies to boost visibility and attract customers.

- **Stock Monitoring & Restocking:** Ensured consistent product availability based on sales performance.
- **Product Promotion & Presentation:** Delivered detailed presentations highlighting product features and benefits to drive sales and build loyalty.
- **Prepare purchase orders, invoices, and delivery notes.**
- **Customer Relations:** Offered personalized guidance and recommendations, ensuring a quality shopping experience.
- **Customer loyalty through year-end gifts**

## Hobbies

Regularly visit car showrooms to discover the latest models, engage with sales representatives, and stay informed about industry trends and technological developments. I am also an active member of

several automotive groups on social media, follow specialized magazines, and subscribe to automotive YouTubers to stay constantly updated on the latest news and innovations in the field.