



# BOCHRA GAFSAOUI



## Contact



Ouerdia2 - Tunisia



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## SOFTSKILLS

- Communication
- Adaptability
- Teamwork
- Leadership
- Time Management

## SOFTWARE

- Word
- Excel
- Powerpoint

## LANGUAGES

- Arabic "Native Language"
- French : Excellent
- English: Medium (60%)



## PROFIL

As a Commercial Manager with a proven track record of success, I bring a wealth of expertise in driving revenue growth and fostering strong client relationships. With a customer-centric approach, I excel in identifying new business opportunities and implementing effective sales strategies to exceed targets.



## EDUCATION

- 2019  
**Travel Agent Ticketing Training in "Amadeus System"**  
Level 1.2.3
- 2014  
**Baccalaureate Diploma "LETTERS"**



## WORK EXPERIENCE

- **COMMERCIAL MANAGER**  
**CYRAUNIS TRAVEL "Travel Agency"**  
**2021 - Now**
  - Successfully negotiated contracts and established long-term relationships with key travel partners and suppliers.
  - Developed and executed effective marketing campaigns, both online and offline, resulting in increased brand visibility and customer engagement.
  - Conducted comprehensive market analysis to optimize pricing strategies and maintain a competitive edge in the industry.
- **RESERVATION AGENT**  
**CYRAUNIS TRAVEL "Travel Agency"**  
**February - June 2020**
  - Helping customers book accommodations at hotels, resorts, or other lodging options according to their requirements and budget.
  - Managing payment transactions, processing credit card payments, and ensuring all financial aspects of reservations are handled accurately.
  - Keeping up-to-date with the latest travel industry trends, airline schedules, hotel promotions, and any changes in travel regulations.
- **INTERN**  
**WALID TRAVEL AGENCY**  
**January - February 2020**

## ● **MANAGER**

### **CHANA STORE**

**2017 - 2018**

- Successfully managed day-to-day store operations, including staffing, inventory control, visual merchandising, and vendor relations. Ensured optimal product availability and store presentation, resulting in increased customer satisfaction and sales performance.
- Demonstrated a strong commitment to delivering exceptional customer service by resolving inquiries and concerns promptly and professionally.

## ● **SALES CONSULTANT**

### **ZEN STORE**

**2015 - 2017**

- Engage with customers in a friendly and welcoming manner to understand their needs and preferences.
- Actively listen to their requirements and offer personalized product recommendations that align with their tastes and lifestyle.
- Provide a positive shopping experience that leaves a lasting impression and encourages customer loyalty.
- Develop a deep understanding of Zen Store's product range, including features, benefits, and unique selling points.
- Stay up-to-date with new product launches and promotions.
- Effectively communicate product details to customers, highlighting how each item can meet their specific needs, and answer any questions they may have.