



ASMAE AROUIZI

DESIGNER AND CUSTOMER SERVICE SPECIALIST

I am a young professional with a background in design and solid experience in customer service. I work with precision, empathy, and strong organizational skills. I speak four languages and easily adapt to dynamic environments.

CONTACT

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EDUCATION

High School Diploma

I.I.S.S. Piero Calamandrei - 2020

Bachelor Degree

Industrial Design - University of Florence - 2025

Cultural and Educational Exchange

Red Bluff High School - California - 2017

University semester - Erasmus

Elisava Facultad de Diseño e Ingeniería de Barcelona - 2024

LANGUAGES

Italian: Native (C2)

Arabic: Native (C2)

English: Fluent (C1)

Spanish: Intermediate (B2)

SKILLS

Microsoft Office Suite

Adobe Suite

Content Editing

Customer Service Tools

Multilingual communication

Time management

PROFESSIONAL EXPERIENCE

2024-2025 Brand Representative

Hollister & Co.

Delivered high-level customer service with a proactive approach to handling requests and anticipating needs. Maintained the sales area consistent with the brand identity. Employed empathetic and effective communication to create a positive, personalized customer experience.

2024 Educational internship

Marioni

Supported design activities, product development, and production management. Managed the editorial calendar, graphic design, and catalog editing.

2021-2023 Employee

Cooperativa Equalis

Handled inbound requests and reports from users experiencing difficulties. Provided timely and personalized support with a strong focus on customer satisfaction. Developed solid interpersonal skills, active listening, and the ability to resolve complex issues effectively.

2018-2020 Tourist Guide

Polo Museale Toscana

Florence city tour by Caesar

Guided daily tours for groups through Florence's main historical sites, including the Villa di Castello Gardens and the city center. Delivered multilingual historical and cultural storytelling, with strong focus on time management and customer needs.