



Faten Mansouri

PERSONAL INFO

Date of Birth: 24th of August 1999

Nationality: Tunisian

Marital Status: Single

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OBJECTIVE

I am an enterprising young professional seeking to obtain a rewarding and challenging position with a growth-oriented company that promotes a team environment where I can achieve great outcomes with the team, I am part of. I am enthusiastic working with decisiveness, conviction and a proactive attitude engaging with people positively.

EDUCATION

APPLIED LICENSE IN SOFTWARE ENGINEERING, HIGHER INSTITUTE OF COMPUTER SCIENCE

SEPT 2018 TILL JUN 2021 – Ariana, Tunisia

WORK HISTORY

COMMERCIAL AND LOGISTICS ASSISTANT, FRETEX INTERNATIONAL

Tunis, Tunisia – **SEPT 2021 TILL PRESENT**

- Monitors material transported and delivered for timeliness and legality.
- Responsible for the review, verification, and reconciliation of shipping documents.
- Provides support in completing paperwork and documentation.
- Support with preparing complex databases, reports, presentation material for the logistics unit.

SALES ADVISOR AND CASHIER, HAMADI ABID (HA)

Tunis, Tunisia – **FEB 2020 TILL AUG 2020**

- Count the cash in the drawer at the end of the day and ensuring cash equals receipts.
- Receives and processes all payments according to standard procedures.
- Resolve escalated issues with customer and address any concerns may arise.
- Train and sometimes supervise new cashiers or retail workers.

CUSTOMER SERVICE REPRESENTATIVE, ZARA

Tunis, Tunisia – **MAY 2019 TILL AUG 2019**

- Assisted customers in selecting fashion items and provided personalized styling advice.
- Maintained brand integrity and operational standards, ensuring a clean and organized store environment.
- Attaching and updating pricing tags on merchandise
- Addressed customer complaints promptly, offering effective solutions to enhance their shopping experience.

TRAINING

- **FIRST AIDS TRAINING**, TUNISIAN RED CRESCENT (**JUL 2021 – TUNIS, TUNISIA**)

SOCIAL ACTIVITIES

- **ASSOCIATE SOCIAL AFFAIRS OFFICER**, TUNISIAN RED CRESCENT - (**SEPT 2021 TILL PRESENT– TUNIS, TUNISIA**)
- **AGENDA MANAGER**, ASSOCIATION DES JEUNES CRÉATIF ET CONSCIENTS - (**SEPT 2020 TILL JUL 2021 – BARDO, TUNISIA**)
- **VOLUNTEER**, COVID-19 VACCINATION NATIONAL PROGRAM - (**2021 – TUNISIA**)
- **SUPPORT ACTIVITIES FOR BLIND PEOPLE**, UNION NATIONALE DES AVEUGLES DE TUNISIE" (UNAT) - (**2019 – TUNISIA**)

PERSONAL SKILLS SUMMARY

- Experience in resolving guest concerns and dealing flexibly with change.
- Ability to learn new tasks quickly, attention to details and complete tasks in a fast-paced environment.
- Flexibility to work in any conditions and work well under pressure.
- Dynamic, self-motivated, goal-oriented professional and excel in team collaboration.

LANGUAGES

- Arabic: Native
- English: Fluent
- French: Fluent