SARAH JEDLAOUI

SOFTWARE ENGINEER

Dedicated and detail-oriented Software Engineer with a strong background in full stack development and customer service.

CONTACTS

- Sousse,Tunisa
- sarah.jedlaoui@bei.dev
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- +21620887555

SKILLS

- **Customer Service Excellence**
- **Communication Skills**
- **Problem-Solving**
- **Cultural Awareness and Sensitivity**
- **Teamwork and Collaboration**
- **Attention to Detail**
- **Adaptability and Flexibility**
- **Stress Management**

LANGUAGES

- **French:** (Fluent)
- **English :** (Fluent)
- **Arabic :** (Fluent)
- **German :** (beginner)

HOBBIES

EDUCATION

- 2020-2023 Software Engineering

Higher Institute of Applied Sciences and Technology (ISSAT) , Sousse,Tunisia

- 2018-2020 Integrated Preparatory Cycle (MPI)

Higher Institute of Applied Sciences and Technology (ISSAT), Sousse,Tunisia

- 2018 Scientific Baccalaureate

Rejich high school , Mahdia,Tunisia

PROFESSIONAL EXPERIENCE

Internship in web development: E-learning site (at OG Technologies Austria)

ENGINEERING INTERNSHIP (MARCH-AUGUST 2023)

- the objective of this project is to deliver a digital solution for E-learning website for student, teachers and universities to facilitate the learning process.

Full stack developer: Restaurant Promotion Website (at Bridges Engineering Tunisa)

(OCTOBER 2023-PRESENT)

- the objective of this project is to deliver a digital solution to allow restaurant owners to promote their businesses by providing AI generated Instagram videos

SIDE JOBS

Coffee Shop Waitress (Sousse)

(DECEMBER 2020-JULY 2021)

- Provide Exceptional Customer Service
- Maintain Cleanliness and Organization
- Efficiently Manage Orders
- Upsell and Promote Specials

Call Center Representative (Mahdia)

(JUNE 2019-OCTOBER 2019)

- Deliver Outstanding Customer Support
- Resolve Issues Effectively
- Maintain Accurate Records
- Achieve Performance Targets