



July 24, 2003



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Sfax, Tunisia

## SKILLS

- Punctual
- Team Player
- Flexibility
- Adaptability
- SGBD
- C#
- CSS
- HTML
- PHP
- MySQL
- JavaScript

## LANGUAGES

- English (fluent speaker)
- French (B2 level)
- Arabic (native language)
- German (Beginner-level)

# ANAS MHAMDI

## IT Management Student

### WORK EXPERIENCE

#### Olive Wood Items Seller at a Fair (July 2018-Sep 2018)

- **Communication:** explaining product details, benefits, and craftsmanship to potential buyers clearly and persuasively.
- **Customer service:** interacting with customers, addressing their needs and concerns, and ensuring a positive shopping experience.
- **Problem-solving:** addressing customer complaints or issues and finding quick, effective solutions.

#### Food Delivery Service (Jun 2019-Sep 2019)

- **Multitasking:** handling multiple orders simultaneously, prioritizing tasks, and staying prepared in a fast-paced environment.
- **Communication:** communicating effectively with customers, restaurant staff, and dispatchers to clarify orders, delivery instructions, and resolve any issues.

#### Coffee shop waiter (Jul 2021-Sep 2021)

- **Attention to details:** ensuring orders are correct, delivering the right items to the right tables, and maintaining a clean and organized workspace.

### EDUCATION

- **License Degree in IT Management**  
FSEG, Sfax (Sep 2022-Present)
- **Bachelor's Degree in Economics and Management**  
Tayeb Mhiri, Sfax (Sep 2018-Jun 2022)

### CERTIFICATES

- **Scrum Fundamentals** (2024)
- **French knowledge test TCF** (November 2021)