

# Curriculum Vitae

Mebarki Omar Elfarouk

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## International business manager

### Professional Profile

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Enthusiastic and motivated professional with a Master's degree in International Management. Diverse experience in graphic design and freelance work, coupled with technical support expertise. Eager to step out of my comfort zone and embrace new challenges.

### Professional Experience

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#### Technical Support Specialist

Teletic, Algiers, Algeria  
*October 2024 – Present*

- Provide technical support and troubleshooting for electronic payment terminals (TPE) and related systems.
  - Diagnose and resolve technical issues reported by clients, ensuring minimal downtime for operations.
  - Conduct system updates, maintenance, and performance optimization.
  - Collaborate with cross-functional teams to enhance the customer support experience.
  - Create and maintain detailed documentation of technical solutions and common issues to improve knowledge sharing within the team.
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#### Graphic Designer

Optimize Scientific Club, Annaba, Algeria  
*September 2022 – June 2024*

- Designed promotional materials, including banners, flyers, social media posts, and event branding.
- Contributed to visual storytelling for scientific events and workshops to engage and inspire participants.

- Worked closely with team members to align designs with project objectives and target audiences.
  - Managed multiple design projects simultaneously, ensuring quality and timely delivery.
  - Applied creative skills to elevate the club's online presence, leading to increased membership and engagement.
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### **Customs Intern**

Customs Directorate, Tiaret, Algeria

*March 2023 – April 2023; April 2024 – May 2024*

- Gained hands-on experience with customs regulations, documentation, and procedures.
  - Observed and supported compliance checks to ensure adherence to national and international trade laws.
  - Developed an understanding of customs tariff classifications and import/export processes.
  - Contributed to administrative tasks, including data entry and report preparation, in a fast-paced environment.
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### **Freelance Graphic Designer**

*2020 – Present*

- Provided customized graphic design solutions for clients across various industries, including branding, logo creation, and marketing collateral.
- Built strong client relationships by understanding their vision and delivering creative, high-quality designs.
- Managed all aspects of freelance work, including project planning, execution, and client communication.
- Stayed updated with design trends and tools to offer innovative and competitive design services.

### **Education**

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#### **Master's Degree in International Management**

Advanced School of Management Sciences, Annaba, Algeria

2021 - 2024

## **Preparatory Program in Economics, Management, and Commerce**

Advanced School of Management, Tlemcen, Algeria

2019 - 2021

## **BAC in Experimental Sciences**

Distinction: Good

July 2019

## **Technical Skills**

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Adaptability: Proficient

Teamwork: Proficient

Critical Thinking: Excellent

Stress Management: Proficient

Public Communication: Proficient

Computer Proficiency: Excellent

## **Language Proficiency**

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English: Fluent

French: Proficient

Arabic: Fluent

## **Software Skills**

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**Office Tools:** Excel, Word, PowerPoint

**Graphic Design:** Photoshop, Adobe Illustrator, Adobe Premiere, After Effects, UI/UX Design

**Visualization Tools:** Prezi, Edraw/Xmind (mind maps)

**Data Tools:** Microsoft Access, IBM SPSS