

Yasmine Borghol

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Professional Experience

AIESEC Sverige

Country Manager

Stockholm, Sweden

July 2024 – August 2025

- Coordinate operations of a world's largest youth-run organization AIESEC in the national entity in Sweden
- Lead the national Executive Board and coordinate the national Heads of Operations (PD, Incoming and Outgoing exchanges, Marketing PR, Finance, Talent management)
- Play a key role in decision making and coordination of key projects and initiatives creation on the national level
- Overseeing the creation of comprehensive program timelines, budgets, and work plans to ensure efficient and effective project management
- Establishing a documentation system and learning management system for new members and members in new positions and ensuring proper transfer of knowledge across departments.

AIESEC Sverige

Partnerships developer

Stockholm , Sweden

July 2023 – August 2024

- Supported international recruitment processes for such companies as Electrolux, Husqvarna, Alfa Laval, Tavex, Epiroc, Schneider Electric, Electrolux Professional Group, etc. within the AIESEC Global Talent program; managed the selection process for National partners of AIESEC in Sweden
- Implemented customer attraction strategies and managed relocation support for successful candidates
- Strengthened relationships with key stakeholders, contributing to long-term partnerships and improved collaboration outcomes.
- Increased revenue generation by 42% through strategic program alignment, improved stakeholder engagement, and the implementation of high-impact initiatives.

AIESEC Suomi

Partnerships developer

Helsinki, Finland

June 2022 – July 2024

- Led a cross-cultural team of 4 Business Developers
- Creating development plans and forecasting sales targets and growth projections
- Identifying market opportunities through meetings, networking and other channels
- Source, attract, and interview prospective employees to find the perfect match for a company's long-term goals for the Global Talent Program

Streamwide

Customer Support Representative

Tunis, Tunisia

March 2021 – May 2022

- Delivered technical and functional support to international B2B clients, resolving inquiries in English and French using Zendesk and Jira.
- Collaborated with product and dev teams to troubleshoot backend integration issues, ensuring issue resolution aligned with client SLAs along with other parties depending on the issue faced.
- Created and updated customer support documentation to improve service consistency.

La Fabrique Art Studio

Junior Project Manager

Tunis, Tunisia

July 2021 – March 2021

- Coordinated the documentation and research for a regional initiative mapping female creatives in digital music and visual arts from the MENA region.
- Managed timelines, content creation schedules, and stakeholder communication for ongoing multimedia projects

(newsletters, podcasts, blog) ex: Femena Project, FeMena Podcast, DJ school for Womxn

- Support the research and interviews to learn more about current challenges and opportunities in the music industry
- Contributed to La Fabrique's digital presence by writing and editing articles published across Medium and social channels and scheduling interviews with different media outlets such as bbc news, Euronews, OkayAfrica, Reuter ..etc

Teleperformance Tunisia

Tunis, Tunisia

Bilingual customer support representative

August 2019 – June 2021

- Provided bilingual (English & French) customer support via chat and phone, resolving technical and account-related issues with clarity and empathy.
- Handled high-volume inquiries while maintaining top-tier CSAT and resolution times, contributing to a smooth and trustworthy customer experience.
- Used internal tools and CRM systems to document cases, escalate complex issues, and ensure compliance with company processes.

Education

Master in International Humanitarian Law & Human Rights

Tunis, Tunisia

Faculty of Juridical, Political and Social Sciences of Tunis

2020 - 2022

Bachelor in International Relations

Tunis, Tunisia

Higher Institute of Humanities of Tunis

2017 - 2020

Thesis: Diplomacy in Crisis: The COVID-19 Pandemic and International Cooperation in Tunisia

Leadership & Activities

CinemaQueer

Stockholm, Sweden

Volunteer

October 2024

- Volunteered during the execution of cinemaQueer Film festival
- Supported in events creation during the festival and attending guests

Arctic Startup

Helsinki, Finland

Volunteer

November 2022 - June 2023

- Part of event organizing team of two major entrepreneurial events in Finland: Nordeep 2023 & Arctic 15
- Handled the information booth, workshop spaces & assisting guests in navigating the event well

Skills & Interests

Language: English (advanced), French (fluent), Arabic (fluent), German (intermediate), Swedish (intermediate) currently doing SIFA Grund 3

Technical skills: JavaScript, Node.js, Express, ServiceNow, Zendesk, Freshdesk, Google Suite (Sheets, Docs, Slides), Figma, Canva, Microsoft Office (Excel, PowerPoint, Words), Communication & Presentation, Agile Methodology, LinkedIn Sales Navigator, Hubspot

Soft skills: Problem-Solving & Analytical Thinking, Cross-Cultural Communication, Customer Service & Issue Resolution, team player, Multilingual

Interests: knitting & crochet, reading books, attending art exhibitions, hiking