



HMIDA OMAR

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SKILLS

- Excellent customer service
- Strong communication and interpersonal skills
- Ability to remain calm and professional under pressure
- Safety awareness and compliance with aviation procedures
- Teamwork and cooperation in multicultural environments
- Problem-solving and conflict resolution skills
- Time management and attention to detail
- Adaptability to irregular schedules and long flights
- Professional appearance and grooming standards

LANGUAGES

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



PROFILE

Computer Engineer with a Bachelor's degree in Software Engineering and Information Systems. Alongside my academic path, I held several enriching roles, including Marketing Manager at Polyesports Club, CCTV Video Operator at Mall of Sousse, and Sales Manager at STE Raies du Commerce (SRC). I also served as a Customer Service Representative at Raies, where I was responsible for client communication, identifying customer needs, and delivering efficient support throughout the service process. These experiences helped me develop solid skills in communication, project management, digital strategy, logistics supervision, and technical analysis. Detail-oriented, motivated, and passionate about new technologies, I am committed to leveraging both my technical and managerial abilities to contribute to innovative and high-performance projects.



PROFESSIONAL EXPERIENCE

Stock Manager – STE Raies du Commerce (SRC) (Currently) **OCTOBER 2024**

- Managing transfer orders between stores and monitoring stock movements.
- Processing product decomposition and updating inventories to ensure accurate tracking.
- Monitoring and controlling losses and anomalies to minimize stock discrepancies.
- Supervising delivery vehicles via GPS to optimize routes and logistics.
- Using GESCOM software for daily tracking of entries, exits, and transfers.
- Preparing regular stock status reports for management.
- Providing customer service support by communicating with clients regarding product availability, delivery status, and inquiries.

Video Operator (PCS/CCTV) – Mall of Sousse **June 2023 -May 2024**

- Monitoring and analyzing live video using Axxon Next (IP camera management, playback, incident detection).
- Preparing hourly and daily reports regarding detected anomalies.
- Using Microsoft Excel for data entry, analysis, and statistical tracking of incidents (store opening/closing delays, security anomalies).
- Reviewing recorded footage upon client requests in case of forgotten or lost items.

Manager (Gérant) – Taxi Pizza **June 2021 - October 2022**

- Supervised daily operations and ensured high-quality customer service.
- Managed customer orders, complaints, and special requests to ensure satisfaction.
- Trained and guided staff on professional communication and service standards.
- Handled scheduling, inventory, and coordination between kitchen and delivery staff.
- Improved customer experience through quick problem-solving and friendly service.



EDUCATION

- **Bachelor's Degree in Software Engineering and Information Systems – Sep 2021 - June 2024**
École Polytechnique
- **Technical Sciences Baccalaureate – Lycée Hammam Sousse 1** **June 2021**