



Zayneb Dhieb

Project Manager

Experienced manager with strong analytical and detail-oriented skills, adept at team leadership, motivation, and customer relations. Fluent in Arabic, French, and English. Expertise in Microsoft Dynamics NAV ERP and CRM, complemented by Agile and Scrum proficiency, driving impactful solutions for over five years.

Contact

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Education

2019 **M.A. in Finance and Econ. Dev**
ISAAS, Sfax, Tunisia

2015 **B.S. in Management**
IHEC Sfax, Tunisia

Expertise

- Microsoft Office Suite
- Microsoft Office 365
- Microsoft Dynamics NAV ERP
- Microsoft Dynamics CRM
- Microsoft Power BI
- Currently pursuing PMP certification
- Currently pursuing Scrum Fundamentals certification

Language

English: C1

French: C2

Arabic: C2

German: A1

Experience

- **11/2021 - now** **Managing Director**
IMSET Gabes, Tunisia / Honoris United Universities
 - Managing the day-to-day operations of the institute within time and budget constraints, and piloting cross-departmental projects
 - Developing innovative curricula, syllabi, and course programs with input from teachers, students, and staff for a cutting-edge learning experience.
 - Managing over 11-degree programs, benefiting more than 200 students annually, and overseeing the commercial aspects of the institute, including prospecting, registrations, payments, and more.
 - Recruiting 35 highly qualified educators, enhancing the institute's academic standing.
 - Supervising student life activities and serving as the employability advisor with Honoris Career Center.
 - Skills: Microsoft Dynamics NAV ERP, Microsoft Power BI, Microsoft Dynamics CRM, Agile Leadership
- **07/2021 - 10/2021** **Fully Remote PR & Communications Lead**
The School Of Travel, Amman, Jordan
 - Managing media relations, and securing coverage in prominent publications within the alternative tourism industry.
 - Translating and creating high-quality press releases, blogs, newsletters, and social media posts with proficiency in English, French, and Arabic for multilingual content creation.
 - Acting as a point of contact for inbound media-related calls
 - Skills: Microsoft Office Suite, Cross-functional collaboration, Ability to work in a multicultural environment, Translation
- **07/2020 - 06/2021** **Manager of CD² SFAX**
Center for Democracy, Citizenship, and Development, Sfax, Tunisia /Hanns Seidel Foundation
 - Coordinating events, seminars, and meetings for staff and center beneficiaries.
 - Drafting project reports to identify successful outcomes, insights, and future recommendations.
 - Designing and creating social media posts about the center's activities and updates.
 - Matching local counterparts with German partners to promote international cooperation.
 - Engaging local authorities, civil society organizations, and the private sector in collaborative projects for mutual benefit.
 - Skills: Microsoft Office 365, Content Creation and designing via Canva, Ability to develop strong working relationships
- **03/2019 - 06/2020** **Project Manager**
Danseurs Citoyens Sud Association (DCS), Gabes, Tunisia
 - Leading 4 projects worth \$132,000, benefiting 400+ Tunisians across regions.
 - Scheduling and managing project phases, allocating necessary resources for goal attainment.
 - Executing project plans and budgets, ensuring resource allocation and successful implementation.
 - Collecting, verifying, and aggregating data for holistic project tracking.
 - Providing transparent communication by delivering timely financial and narrative reports to donors, including Fondation de France, MRG, DAMJ, EU, IRI, USAID, UNDP, Kingdom of Norway, and Korean International Cooperation Agency.
 - Collaborating closely with contractors and stakeholders to manage performance, ensuring successful outcomes.
 - Skills: Leadership and Collaboration, Administrative and Financial Management, Communication and Partnerships
- **02/2018 - 01/2019** **Administrative & Financial Assistant**
CEED Tunisia, Tunis
 - Assisting in identifying "CEED Go To Market" project scope, goals, deliverables, and required resources.
 - Providing administrative and logistical support to project teams, including scheduling meetings, organizing workshops, and arranging travel.
 - Assisting the Finance Department in maintaining accounting trackers, scanning, and completing archiving.
 - Preparing regular reports on project status (weekly, monthly, and quarterly), progress, and achievements for stakeholders and management.
 - Maintaining accurate and up-to-date project documentation, including progress reports, meeting minutes, and project status updates.
 - Skills: Documentation and Reporting, Budgeting and Finance, Entrepreneurship