

# SLIM TARRES

Software Developer | Scrum Master | CSM Manager

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## EXPERIENCE

### Scrum Master / Customer Success Manager


#### Leanios

 Jul 2023 – Aug 2024     Sousse, Tunisia

- Led cross-functional teams to deliver software projects, enhancing communication and speed.
- Resolved project roadblocks to ensure timely delivery of milestones.
- Trained and empowered customers to maximize product usage, using **Frogged**, resulting in an increase in product adoption rates

### Customer Support Member

#### AIESEC International

 Jun 2022 – Dec 2023     Remote, Tunisia

- Onboarded team members by providing training and resources.
- Streamlined case management with best practices in **Zendesk**.
- Monitored customer satisfaction to drive service improvements.

### Software Developer Intern

#### Leanios

 Jan 2023 – Jun 2023     Sousse, Tunisia

- Created Leanios MES knowledge platform with Ruby on Rails for improved information access.
- Developed a Message Queuing Telemetry Transport (MQTT) interface for enhanced connectivity and reduced latency.
- Engineered the Leanios-ot-api library, providing a robust operational tool.

### Superior Technician Intern

#### Natilaït

 Jan 2021 – Jun 2021     Bizerte, Tunisia

- Analyzed cogeneration system requirements and benefits.
- Identified energy savings through cost-benefit assessments.
- Collaborated with stakeholders to gather data and align on objectives.

### Superior Technician Intern

#### Bizerte Ciment

 Jan 2020 – Feb 2020     Bizerte, Tunisia

- Analyzed bagger infeed system for automation improvements.
- Developed programming solutions for enhanced operational efficiency.
- Conducted tests to validate the automated system's reliability.

### Maintenance Technician Intern

#### Protection Sperian Tunisia

 Jan 2019 – Feb 2019     Nabeul, Tunisia

- Created SOS sheets for workshop machines to enhance safety protocols.
- Implemented safety measures, reducing downtime and increasing efficiency.

## ABOUT

- Experienced in software development, agile leadership, and customer success. I excel in leading teams, optimizing processes, and delivering impactful projects. Committed to continuous growth and adapting to evolving business needs.

## EDUCATION

### Professional Master's Degree in IoT Services Development

#### Higher Institute of Technological Studies Mahdia

 Sept 2021 – June 2023

### Applied Degree in Electrical Engineering specializing in Automation and Industrial Computing

#### Higher Institute of Technological Studies Nabeul

 Sept 2018 – June 2021

## SKILLS

- |                            |                        |
|----------------------------|------------------------|
| • IoT Services             | • Communication Skills |
| • Embedded Systems         | • Stress Management    |
| • System Automation        | • Time Management      |
| • Web Development          | • Leadership           |
| • Agile Project Management | • Conflict Resolution  |

## LANGUAGES

- **Arabic:** Native
- **English:** Advanced
- **French:** Intermediate
- **Chinese:** Basic

## CERTIFICATIONS

- **Scrum Master Certification**  
[View Credential](#)
- **SCRUM Foundation Professional Certificate**  
[View Credential](#)
- **Agile Project Management Certification**  
[View Credential](#)

## ACADEMIC TOPICS

- MES
- ERP
- Industry 4.0
- CIM