

Sami Trabelsi

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WORK EXPERIENCE

Transcom

May 2021 – July 2022

Customer Service Representative

Tunisia, TN

- Transcom is a Swedish company, which provides customer care, sales and technical support.
- As a Customer Service Agent in the Alerts team for Vinted Department:
 - Provided customer support with a professional attitude through Zendesk.
 - Tracked and resolved issues guiding users through step by step solutions
 - Met and exceeded daily productivity goals.

ATB Bank

June 2020 – August 2020

Administrative Assistant

Sousse TN

- Managing Correspondence through mails and drafts
- Providing Customer Service

Tunisian United Solutions

June 2017 – August 2017

Customer Assistance Agent

Sousse, TN

- Handled customer inquiries and complaints over emails and chat, then providing solutions to ensure satisfaction
- Provided technical support to employees within the organization.

INTERNSHIP EXPERIENCE

AIESEC

June 2019– August 2019

Global Volunteer in the Promotion of Tourism

Marrakech, MA

- Managed a team of 15 people from different nationalities to present weekly presentation about Marrakech

SPLIT

May. 2021 – July 2022

Lead Data Analyst

Tunisia, TN

- With the use of statistical techniques, I identified, analyzed, and interpreted trends in complex datasets

EDUCATION

Tunis Business School

Graduation June, 2022

Bachelor of Science in Business Administration, Major in Business Analytics; Minor in Finance

Tunisia,,TN

- PR Coordinator at Hult Prize TBS :
 - Managed a team of 6 people to Promote the events and brand of Hult Prize
- Director of Logistics at Addicest MUN :
 - Managed a team of 15 people to oversee and manage the planning of the events .

Ca'Foscari University of Venezia

Graduation June, 2024

Master's Degree in Data Analytics in Business and Society

Italy, VE

SKILLS & INTERESTS

- **Skills:** Strategic Planning; Communication; Problem Solving; Time management; Adaptability; Leadership
- **Softwares:** : Microsoft Excel; Zendesk; Microsoft Word;
- **Interests:** Reading Books; Traveling; Fishing; Tennis
- **Languages:** Arabic (Mother Tongue); English (Fluent); French (Fluent); Italian (Intermediate)