**** **CURRICULUM VITAE: RYM AMRI**

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| **Personal** | * Name: Rim Amri * Date of Birth: December 13th 1987 * Place of Birth: Tunis, Tunisia * Marital Status: Single * Phone: 20347573 * E-mail: [amririm2009@yahoo.fr](mailto:amririm2009@yahoo.fr) * Address: Street Fatma Zahra n1, villa n 37 – Bardo - Tunis |

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| **Education** | **2005-2006**: Baccalaureate in Arts 7th November secondary school Bardo   * **2006-2010**: Bachelor degree in English Literature, Language, and Civilization - FSHST (Faculty of Human and Social Sciences of Tunis) * **2006-2009**: University Degree in Spanish * **2010-2011:** Master in Business English |
| **Work Experience** | **Summer2009 Two training periods in Utica ( in press departement and public relations departement)**  **From OCTOBER 2010 until 2011** as an administrative assistant/ Team leader/ Hostess and interpreter **Pilote Organistion ( only in national and international events) Freelance**   * Do all the administrative tasks related to the conferences. * Supervising the hostesses ‘performance * Team leading * Greet and keep company to the VIP group. * Translate all files and acted as interpreter when needed * Event management.   **November 2010 until APRIL 2011** : a translator (freelance)/ **New Vision**   * Translated advertisement campaigns and market researches from French/ Arabic into English. * Make training sessions to the whole staff in emailing in English. * Operated as an interpreter in meetings and conferences.   **June 2011 until 2 august 2011** a t / **RECIPROCITE** as a customer service assistant ( French)   * called and emailed prospects * discussed products and services with prospective customers * scheduled appointments for prospective customers * liaised with sales team * maintained customer data base * answered inquiries relating to account information, products and services, rates and policies * resolved complaints * scheduled service calls * problem-solving and information management |
| **Skills** | In all the above-mentioned work positions, I regularly dealt with customer enquiries over the telephone and formed part of a team.  I can handle different kind of customers and keep calm under pressure. I love to delight customers, above and beyond the call of duty. I am friendly and diligent individual. I speak English and French fluently and I manage to carry on a conversation in Spanish. I am able to communicate clearly, both written and in speech and to talk in a way the customer can understand. I am able to do all the core administrative tasks assigned to me. Finally, I am computer literate using Word, Excel and Database and Spreadsheets, desktop publishing, word processing Statistical analysis, typing and accounting. |

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| **Interests** | * Translation/ Cooking/ Sports * Voluntary work/ reading/ communication |