**** **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
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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
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| **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

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| **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
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