

Contact

Dubai, UAE
+971547933477 (Mobile)
amntroudi@gmail.com

www.linkedin.com/in/aminetroudi
(LinkedIn)
www.linkedin.com/in/aminetroudi/
(Personal)

Top Skills

Finance
Banque
Investissements

Languages

Arabe (Native or Bilingual)
Italien (Professional Working)
Allemand (Limited Working)
Anglais (Full Professional)
Français (Full Professional)

Amine TROUDI

Sales Immigration Consultant
Kairouan, Tunisia

Summary

I am an accomplished business development professional with experience in IT selling and a passion for helping people and organizations make more specific decisions.

Get in touch if you want to chat about motion design, IT support, Sales management, creating and executing a solution strategy.

Experience

EVS Consultants

Sales immigration consultant
November 2024 - Present (2 months)
Dubai, UAE

Client Consultation and Advisory:

Provide expert advice on immigration options, strategies, and requirements tailored to each client's needs.

Conduct detailed assessments of client eligibility for various immigration programs.

Prepare and present clear and professional guidance, ensuring clients understand every step of the process.

Sales and Revenue Generation:

Engage potential clients through lead generation, follow-ups, and high-quality consultations to convert inquiries into committed clients.

Achieve and exceed monthly and quarterly sales targets through a consultative approach.

Develop and execute strategies to maximize sales, including cross-selling and upselling additional services.

Client Relationship Management:

Establish strong relationships with clients to build trust and loyalty.

Manage client expectations throughout the process, providing updates and handling any concerns that arise.

Address and resolve any issues swiftly to maintain a high level of client satisfaction.

Collaboration and Cross-Functional Work:

Work closely with legal and processing teams to ensure smooth case handling from initial consultation to completion.

Collaborate with marketing to develop initiatives that attract new leads and enhance service visibility.

Support junior advisors by sharing knowledge and best practices to foster a high-performance team environment.

Market and Industry Knowledge:

Stay up-to-date on changing immigration laws, policies, and trends.

Analyze market insights to understand client needs and position services competitively.

Provide feedback to management on industry developments that may impact service offerings or client acquisition strategies.

Direct Line

Sales manager

July 2024 - October 2024 (4 months)

Doubaï, Émirats arabes unis

Responsible for qualifying for leads, building relationships, providing solutions and closing deals with potential clients. Provide the networking, qualifying, pitching, and problem-solving, and build lasting relationships with clients and businesses from different industries and leverage.

University of Kairouan

HR Manager

February 2023 - July 2024 (1 year 6 months)

Kairouan, Tunisia

Develop and implement HR strategies and initiatives aligned with the overall business strategy.

Bridge management and employee relations by addressing demands, grievances or other issues.

Manage the recruitment and selection process.

Support current and future business needs through the development, engagement, motivation and preservation of human capital.

Develop and monitor overall HR strategies, systems, tactics and procedures across the organization.

Nurture a positive working environment.

Oversee and manage a performance appraisal system that drives high performance.

Maintain pay plan and benefits program.

Assess training needs to apply and monitor training programs.

Report to management and provide decision support through HR metrics.
Ensure legal compliance throughout human resource management.

Municipality of Jhina

Secretary General

March 2019 - January 2023 (3 years 11 months)

Tunisie

Advising administration on all aspects of the organisation's strategic development;

Acting as the ambassador for the organisation in meetings with leading figures in government, private industry and with development agencies;

Managing the planning and delivery of the organisation's established programmes and activities in the best interests of the organisation and its members;

Managing the planning and delivery of the organisation's established programmes and activities in the best interests of the organisation and its members;

Developing and securing funding for new programmes of work in accordance with the organisation's relationships with its member-countries and sector members, with other international organisations and funding agencies, governments and businesses;

Exercising financial control and budgetary management of the organisation and its programmes;

Managing the administration at its Headquarters in Tunis.

Advertising Agency AREENA

Marketing and Sales Director

January 2016 - January 2019 (3 years 1 month)

Gouvernorat de Kairouan, Tunisia

Identify and qualify new potential customers which includes cold calling and development of leads through referral channels.

Confer with client to determine advertising requirements and budgetary limitations, utilizing knowledge of product or service to be advertised, media capabilities, and audience characteristics.

Plan, coordinate, and direct advertising campaign for direct clients or advertising agencies.

Submit proposals and estimated budget to client for approval, close sales opportunities quickly and efficiently, and completing necessary paperwork and implementation steps to set projects in motion successfully.

Respond to customer needs and ensure that no pending issues are unresolved to keep clients' satisfaction & confidence high.

Maintain all sales resources and databases such that they are kept up to date and accurate

Prepare sales reports as required by the superior.

Maintain client confidence and protect advertising operations by keeping information confidential

Assist on tasks and other projects as assigned by the superior.

Corporate communications.

Sales promotion.

Multimedia interactive communications and public relations.

ISAM of Kairouan

Motion Graphic and Web Designer, IT support

February 2013 - February 2016 (3 years 1 month)

Gouvernorat de Kairouan, Tunisia

Network and Hardware :

- Monitor and maintain local servers, LAN and e-mail system including creating and modifying user accounts.
- Administer and maintain disk storage backups.
- Ensure that printers and photocopiers are properly configured and are available via the network.
- Configure all workstations and laptop computers (including those of training participants and facilitators).
- Assist in the evaluation and follow-up of the needs for new hardware.
- Configure, maintain and update the official web site and the social network.

Technical support, training :

- Implement under the guidance of relevant University HQ services needed in the office of the (intranet, Network, Fire Wall, etc.)
- Identify technical problems, to solve them directly or refer as appropriate.
- Provide assistance (first and second level user support) and appropriate training on basic computing skills and office software features.

Software :

- Maintain common office software and ensure that virus scanning software is kept up-to-date on all computers.
- Organize storage and access to software and ensure proper documentation and licensure.

- Assist in the evaluation of software needs and identification of appropriate solutions.

Management :

- Maintain log files and configuration tables.
- Maintain contacts with IT suppliers of materials and services.
- Monitor the stock of computer consumables.

Design :

- Create and design all printable files (Business cards, Logo, Office Presentation, Stationery, Corporate identity, Branding, ...)
- Motion design (using Adobe After Effects CC, Adobe Premiere Pro CC, ...)
- Graphic design (using Adobe Photoshop CC, Adobe Illustrator CC, Adobe Indesign CC, ...)
- Web design (using Adobe Dreamweaver CC, PHP MySQL, HTML5, Javascript, ...)

University of Kairouan

IT management & multimedia designer

December 2005 - January 2013 (7 years 2 months)

Gouvernorat de Kairouan, Tunisia

Network and Hardware :

- Monitor and maintain local servers, LAN and e-mail system including creating and modifying user accounts.
- Administer and maintain disk storage backups.
- Ensure that printers and photocopiers are properly configured and are available via the network.
- Configure all workstations and laptop computers (including those of training participants and facilitators).
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- Identify technical problems, to solve them directly or refer as appropriate.
- Provide assistance (first and second level user support) and appropriate training on basic computing skills and office software features.

Conception/development of IT tools :

- Perform basic programming tasks such as creating and updating high priority MS Office templates.
- Support IT requirements/configuration for the meetings.
- Perform other duties as requested by supervisor.

Management :

- Maintain log files and configuration tables.
- Maintain contacts with IT suppliers of materials and services.
- Monitor the stock of computer consumables.

Design :

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GLOBAL LIGHTING Corporation

IT support & management

May 2005 - November 2005 (7 months)

Gouvernorat de Kairouan, Tunisia

Design, production, hosting and updates of the official website.

Processing and design of computer images.

Design of the new logo of the company, as well as the packaging of several products.

Management of the database.

Provide secure, convenient and highly available systems support for users in the branch and remote services such as LAN and WAN networks equipment.

Maintain public and private Wi-Fi and provide services to clients.

Ensure that on a day to day basis all servers computer terminals and I.T. equipment installed are operating in accordance with operating procedures and objectives.

Assist with the implementation of changes to operations procedures, processes and hardware, ensuring the changes are implemented as required.

Provide desktop IT support as a First line support function to users of the software and hardware identify and investigate issues or problems and resolve them in accordance with IT policies.

Assist with installation and loading of hardware and software to PCs and servers, maintain logs of PC maintenance and user calls.

Responsible for the administration of all computer networks, ensuring also that the network operates effectively and efficiently; liaise with contractors and suppliers ensuring that network is maintained.

Assist in the purchases all infrastructure equipment by researching best security and value.

Monitor and update as necessary all aspects of system security based on bank security policy (including maintaining anti-virus/anti-malware and patching)

Resolve faults and respond to requests for advice and assistance, as appropriate.

Refer problems to second line support which cannot be resolved in a timely manner or are likely to exceed the appropriate service level criteria.

Undertake the implementation and routine maintenance of the telecommunications systems within the division/ organization.

Undertake the implementation and maintenance of PC and host based operational systems within the organization.

Committee of Sousse

IT Support Technician and php developer

February 2002 - April 2005 (3 years 3 months)

Gouvernorat de Sousse, Tunisia

Assist personnel with installation, configuration and ongoing usability of system hardware and software

Offer daily operations and systems support to personnel

Verify functionality of hardware and software components

Troubleshoot hardware and software issues in person, remotely and via phone

Assist employees with computer problems and answer their questions

Conduct daily network backup operations

Web and graphic design

Education

Higher Institute of Arts and Crafts of Kairouan

Master's degree in Motion & Graphic design, Arts. Design. Web. Graphic. 3d.

Motion. ... · (September 2016 - July 2018)

HP LIFE, ONUDI

HP LIFE e-Learning, ONLINE BUSINESS AND TRAINING · (2018 - 2018)

Succes school

3ds max designer, 3d · (2017 - 2017)

ISITCOM Hammam Sousse

Bachelor of Technology (web and multimedia), Web, graphique, design, internet, IT, informations, oracle, data base, SQL, PHP, Adobe, ... · (2001 - 2004)