



Rahma Zawali

Adresss: Les beaux de Mahdia
Hiboun5111
32 years, single
Nationality: Tunisian

rahmazawali@gmail.com
+21624243896

Profile: 6 years' experience in the international administration and management in different sectors

PROFESSIONNEL EXPERIENCE

➤ International management assistant in SPB insurance broker (French international company)
2019- Actually.

- Assist the vice president of the international executive units in managing a team of eight directors, in eight international subsidiaries (Italy, Spain, Germany, Belgium, Poland, Hungary, England, AVI).
- Organize travels for the vice president (flights booking, hotels reservations, transports reservations, conference room reservations, and restaurants reservations).
- Manage the agenda of the vice president (plan meetings, book virtual rooms, allocate links access for meetings).
- Save and Validate invoices in collaboration with the finance unit.
- Write down the international meetings minutes.
- Provide access and equipment for managers with the collaboration of the IT team.
- Contact international recruits
- Translate presentations (English / French)
- Stock management (office supply, household supply, IT supply).
- Report any failure on site and collaborate with the infrastructure team.
- Organize events on site.
- reception (suppliers, new recruits, others ...)

➤ Insurance manager SPB Tunis, Chargaui1 (2017-2019).

- Receive calls from French customers to report claims.
- Register claims and initiate services (repair, replacement, refund) using computer tools; Sherpa, simpa.
- Work on the back office for file and delivery follow-ups.

- Administrative assistant GIS Tunisia (civil engineering studies office in Charguia2) 2016-2017.
 - Prepare documents for international tenders' calls.
 - Classify and archive data office.
 - Recruit engineers (phone / email)
 - Translate documents
 - Prepare the slips
 - Scan and make photocopies.

- English trainer in a Language Center 2016
 - Prepare lessons for different levels
 - Teach different levels
 - Prepare for exams.

- Saleswoman and presenter of the organic cosmetics Nour brand in a 5-star hotel (Mouradi) Seasonal (2014-2015)
 - Present the products to tourists from different countries.
 - Propose special treatment and offers.
 - Increase Selling through customer's loyalty.
 - Prepare inventories.

EDUCATION

- Applied license in English and communication at the Higher Institute of Applied Studies in Humanities of Mahdia (2016)
- Literary bachelor.
- Customer relation training.
- Driving licence.

- **Language :**
 - Arabic : Mother language
 - French : bilingual
 - English : fluent
 - Italian : medium

- **IT tools :** Office package, salesforce, social networks, sherpa & simpa, genesys, bluejean, outlook, teams. Egensia, internet. Origami, expensya, yooz, horoquartz, lean board, flowchart.

