

Ines Brini

Experience

2019–Present

- Sales in company travel agency

2018

- Administration in company export/import Dubai

2017

- Member of the Tunisian National Institute of Statistics

2016

- Marketing and sales work for Orange Communications and Mobile

2016

- Customer Service in insurance company in Tunisia

2016

- Sales individual

2018

- IT management technicianin société Imahassen d'agriculture

2014-2015

- French Teacher of the Dhiefa school Dubai

2013-2014

- Association for the training and employment of rural women and youth of kef 'AFEFJK'.

Position : voluntary civil service (IT sector)

2012-2013

- Company BANK BNA Tunis
 - 1- Providing in call customers support of accounts and daily transaction details and confirmations (Debits, Credits, liabilities, deposits and product information).



Dubai, UAE



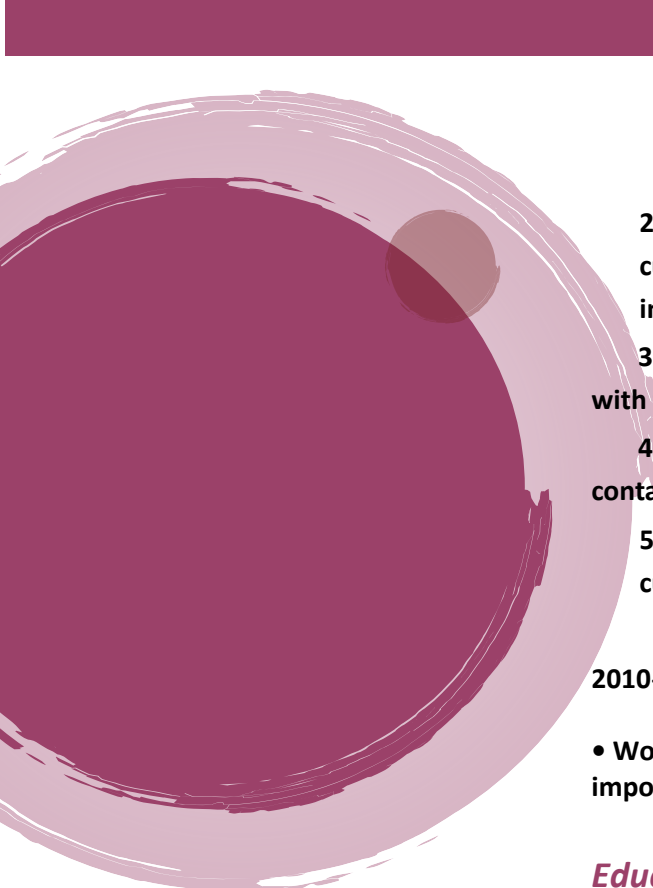
00971527066224



brini.ines@outlook.fr



Tunisian,
02/08/1988



2- Providing online banking assistant to customers got account blocked or facing an issue in the login process.

3- Lean Coordinator to assist team members with the accurate an available resources.

4- Taking the ownership for queries from first contact till resolution.

5- Development, maintenance and retention of customer relationship

2010-2011

• Work is responsible for the marketing of the global company for import and export

Education

- 2010 Applied License in computer networks (ISI Kef)
- Fairly good
- End-of-studying project score : 17

(Development and management of WIMAX network)

(Recognized by the tunisian Ministry of Higher Education and Scientific Research and the UAE consulate)

- 2007 High School Graduation Diploma (mathematics)
- Fair

COURSES& TRAINING

- Effective leadership course
 - Human Development course
 - Business Administration course
 - 2010 : End-of-Studies Project in Tunisian Telecom (Administration and management of LAN Telecom).
 - ✓ Topic: *Planning and design of a WIMAX network*
 - ✓ 2009 : Summer training in Tunisian Telecom (billing center).
- 



skills

- Possession of C2i (Certificate of computer and internet)
- Programming : C, Java Object-oriented, Java script.
- Database : relational, SQL , Oracle.
- Administration and management of computer networks.
- knowledge of telecom networks : mobile network, wifi , WIMAX network
- Knowledge of the performance evaluation of networks, measurements and instrumentations, electronic FT.
- Work on the Unix operating system in terms of handling and control system programming and network programming (sockets TCP\UDP)

Design : UML Design

PERSONAL BACKGROUND

- I have the ability to work in a team work as a part of the team; I can work under pressure for a long time, I have good communication skill and presentation skills. Fast learner, ambitious, organized, active and risk taker.

languages

- Arabic : Native
- French : excellent
- English : excellent (certificate Institut Bourguiba School)
- Italian : medium

COMPUTER& INTERNET BACKGROUND

- Hardware Fundamental
 - Operation system like as (Microsoft Windows win10, Win8)
 - Microsoft office (word-excel-power point-access-outlook).
 - System Maintenance
 - Internet surfing, researching & info-seeking
- 