



ASSILI HADDY

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After succeeding my Baccalaureate degree, I have accomplished a high Diploma in French language from I.S.S.HT institute in Tunisia.

I am seeking a challenging opportunity to manage and lead large projects where my advanced skills, education, extensive training and many years of experience can be fully utilized .

EXPERIENCE

MARCH 2019 –OCTOBER 2021

Customer services in Fiber optic technical support, DIRECT LINES COMPANY

- Support for technical requests
- Validation of optical paths
- Assistant by phone
- Follow-up of Technical interventions
- Closing of interventions

NOVEMBER 2018 – JANUARY 2019

Waitressin FREDERIC CASSEL RESTO LOUNGE TUNISIA

FEBRUARY 2015 – DECEMBER 2017

Sales assistant at Owliance French Leader group delegated on behalf of third parties [Mutual bank insurance, brokers]

APRIL 2014 – January 2015

Customer Services,at TELEPERFORMANCE call center in TUNISIA

- Bouygues Telecom technical assistance.
- Customer care agent for technical requests

NOVEMBER 2012 – MARCH 2014

Customer Services, Concentrix call center in Tunisia

- Technical support / billing sales departments at Bell Canada

- Take care of customers' requests
- Provide solutions to customers regarding technical issues.

EDUCATION

- BACCALAUREAT DEGREE IN 2008, KASSERINE SCHOOL
- UNDERGRADUATE CERTIFICATE IN FRENCH, ISSHT TUNISIA

SKILLS

- Pc user skills: MSWord, MSExcel, Hotix system, 3S
- Internet user skills: Internet Explorer, MS outlook
- Language: Arabic, English, French fluent speak and write

ACTIVITIES

- Listen to music, swimming, and travel