

# HAYFA

OULED AHMED BENNASER



## CONTACT

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Ben Arous- Fouchena

## EDUCATION

### ○ MASTER'S DEGREE IN ENGLISH FOR COMMUNICATION

2025 – Present

Higher Institute of Languages of Tunis – El Khadhra

### ○ DEGREE IN ENGLISH CIVILIZATION, LANGUAGE, LITERATURE

Sep 2022 - May 2025

Institut Supérieur des Langues de Tunis – El Khadhra

### ○ ARTS BACCALAUREATE

2022

Mghira Secondary School – Fouchena

## SOFT SKILLS

- Strong Communication Skills
- Active Listening
- Problem Solving
- Attention to Detail
- Teamwork and Collaboration
- Ability to Work Under Pressure
- Time Management and Organization
- Administrative Support

## HARD SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Google Analytics
- Social Media Management
- Basic Data Analysis
- Symbec
- CRM - CMS Knowledge
- POS Knowledge

## PROFILE

English graduate with strong communication and customer service skills. Experienced in handling client inquiries and managing administrative tasks in fast-paced environments. Skilled in active listening and problem solving, seeking a call center position to use my language abilities and provide excellent customer support.

## PROFESSIONAL EXPERIENCE

### ○ CUSTOMER SERVICE REPRESENTATIVE - PENS.COM

Aug 2025 – Present

- Handle customer inquiries - North America Market
- Guide customers on accounts, orders, and product information
- Resolve issues related to orders, invoices, and accounts.
- Coordinate with internal departments to solve customer requests.
- Manage order replacements and issue followups.
- Provide clear and professional email communication
- Web Support & Inbound Sales (1 Month) with order placement from website channel and order coordination

### ○ CASHIER & FOOD SECTION MANAGER - SUPREITTE AAREM

Jun 2024 – Oct 2024

- Managed stock control and product availability
- Assisted customers in a fast paced environment
- Processed cash and card payments.

### ○ DOCTOR ASSISTANT - DR. MOHAMED MNIF CLINIC

Jul 2023

- Welcomed and guided patients.
- Scheduled appointments and managed patient files
- Supported administrative and reception tasks.

### ○ CASHIER - FRONT DESK ASSISTANT - FLOWER BEAUTY SALON

Jun 2023 – Sep 2023

- Processed payments via POS system
- Booked appointments and greeted clients
- Assisted with daily financial records

## LANGUES

- Arabic (Native)
- English (Advanced)
- French (Intermediate)