



Resume

personal details

syrine ben othmen

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24 street 11074 ibn sina tunis
2066 tunis

April 24th, 1993

Tunisia

yes

single

Skills

MS Office

Sage

SPSS

Amadeus

customer services

work team

organisation

creativity

communication

flexibility

adaptability

Profile

To improve my skills working on a respectable position and make my name in the field now I am looking forward for a suitable post in your highly esteemed organisation where I can show my capabilities and qualities up to luxury customer service satisfaction.

Education

Oct 2015 - Jun 2019 **bachelor's degree in finance**
higher institute of technological studies of rades

Oct 2020 - Jun 2021 **research master in international trade and strategies**
higher school of commerce, tunis

Mar 2020 - May 2020 **office automation training in microsoft office booster academy maghreb, tunis**

Employment

Jun 2018 - Oct 2018 **telephone operator (telesales)**
teleperformance tunisia, tunis
Answers incoming calls
Directs call to guest rooms, Staff, or departments through the switchboard or PBX system.
Places outgoing calls.
Receives quest messages and deliver the Same to the guest.
Logs all wake-up call requests and performs wake-up call services.

Jun 2019 - Dec 2019 **administrative assistant and recruiter**
salissia business, tunis
Answering and directing phone calls to relevant staff
Scheduling meetings and appointments
Taking notes and minutes in meetings .
Ordering and taking Stock or once supplies

Dec 2019 - Jul 2020 **accountant and internal auditor**
afinco nexia international, tunis
Preparing accounts and tax returns.
Monitoring spending and budgets.
Auditing and analysing financial performance.
Financial forecasting and risk analysis.
Advising on how to reduce costs and increase profits
Compilina and presentina financial and budget reports

Aug 2020 - Nov 2021 **accountant and customer services guest**
booster academy maghreb, tunis
Ensuring the accuracy of financial documents, as well as their compliance with relevant laws and regulations.
Preparing and maintaining important financial reports.
Preparing tax returns and ensuring that taxes are paid properly and on time.
Evaluating financial operations to recommend best-practices, Identity issues and strategise solutions, and help organisations run efficiently

Languages

arabic	●●●●●
frensh	●●●●●
english	●●●●●
italian	●●●●●
german	●●●●●

Internships

Jan 2016 - Feb 2016	cashier zitouna bank, tunis
Jan 2018 - Feb 2018	customer services zitouna bank, tunis
Jan 2019 - May 2019	customer services /financial operations zitouna bank, tunis

Certificates

Apr 2016	financial engineering
May 2018	islamic finance system in tunisia
Apr 2018	the social crowdfunding
Mar 2020	the fundamentals of digital marketing google workshop
Aug 2020	english conversation skills British council
Mar 2021	become a graphic designer LinkedIn learning
Feb 2021	embarrassing digital technology king's college london