

### Personal Information:

**Full Name:** Sami Zouabi  
**Date and place of birth:** 25/10/1982, Tunis  
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### **About:**

Highly motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas and learn very quickly.

### Education:

**June 2008** Mastery degree of financial and banking economics,  
**University/institute:** [higher school of economic and commercial sciences \(ESSECT\), Tunis University, Tunisia.](#)

**June 2002** Baccalaureate of Economics and management,  
[LE BARDO secondary school, Tunisia.](#)

### Work experience:

**14 October 2019 – till Now** Customer solutions representative (by phone and e-mail) (after sale service), **HP inc**, Ariana, Tunisia..

- Follow-up by phone and email of the after-sale service cases for technical issues for laptops, printers also computer accessories.
- transfer the case if needed to the technical team for troubleshooting.

**15 January 2018 – 25 April 2018** collaborator at **proway consulting**, Tunis, Tunisia.

- Physical Inventory of Fixed Assets (National Tobacco and Matches Authority RNTA).

**April 2011 – September 2011** responsible of money transfer (back office) at **Lari Exchange**, Fujairah, United Arab Emirates.

- Back-office agent with money transfer locally and worldwide (including WESTERN UNION).
- information service for Customer.
- money exchange work.

**October 2010 – March 2011** Sales associate at **duty free shop**, Abu Dhabi international airport, United Arab Emirates.

- Responsible for selling luxury watches to passengers at Abu Dhabi Airport

### **Training:**

**08 July 2013 – 07 august 2013** Middle office, at Attijari bank, Tunis, Tunisia.

**March 2012 - May 2012** purchasing officer, supply department in Khalfallah group (GCV), Ariana, Tunisia.

**March 2009 - May 2009** accountant assistant at “**Hopital denfants**”, Tunis, Tunisia.

**August 2007 (1 month)** responsible for studying bank loans, **Bank of Tunisia and Emirates Bank**, Tunis, Tunisia.

**July 2007 (1month)** Back & Front Office operations at **Amen Bank**, Tunis, Tunisia.

**August 2006 (1 month)** Back & Front Office operations at **Amen Bank**, Tunis, Tunisia.

**July 2006 (1 month)** finance department at the **Tunisian Solidarity Bank**, Tunis, Tunisia.

**June 2005 (1 month)** accounting and finance department at **the Tunisian Solidarity Bank**, Tunis.

### **Certification:**

**01 MARCH 2021 - 31 MAY 2021** Professional training in "**MAINTENANCE AND COMPUTER SUPPORT**", **Magma training**.

**April 2006 – June 2006** MS Access, **Computer Association Club, Tunis**.

**March 2006 – April 2006** Internet, **Computer Association Club, Tunis**.

**September 2005 – November 2005** Office (Word, Excel, PowerPoint, Access et Outlook), **Computer Association Club, Tunis**.

**September 2000 – January 2001** MS Windows/ Dos, **Computer Association Club, Tunis**.

### **Computer/IT skills:**

**Microsoft Windows/DOS OS, Microsoft Office** (WORD, EXCEL, POWER POINT, ACCESS, OUTLOOK), **internet**.

**Languages:** Arabic (Native), French (fluent) and English (moderate).

### **Interests:**

Practicing Sport, listen to music, reading, painting and travelling.