



Leila Zaibi

About

- Highly talented civil engineering technician with an in depth knowledge of Customer service, communication, the ability to answering and transferring telephone calls, handling multiple lines and using standard software applications.

Personal Information

 Tunis, Tunisia
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 17/05/1997
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Work Experience

02/2023 – 12/2023: Customer Care & Call Centre Agent
Arcadia

Photovoltaic panel sales operation: Acknowledging and resolving customer complaints, Making outbound calls

09/2022 – 1/2023: Customer Care & Call Centre Agent
Access Global Center

Credit redemption operation (with France): Making outbound calls, Respond to customer inquiries, Upselling service plans

07/2021 – 07/2022: Civil engineering technician
FIRAS Travaux

Calculate the quantities of materials, make architectural and structural plans, site supervision

02/02/2021 – 31/05/2021: civil engineering intern
Structural study office ICI

Site supervision, make plan of structure, Structural design and sizing, calculation of structural elements





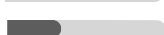
15/06/2020 – 10/09/2020: Internship at Office buildings architecture and design
L.D

Design, make 2D and 3D plans , Develop concepts to create construction plans and technical documents and use Different software for modelization:
Autocad,3DSMax,Photoshop









Education

- **2023:** 1st year engineer
UAS-ESIET Tunis
- **2019-2021:** Bachelor Diploma in civil engineering specialized Architectural studies
Higher Institute of Environmental Technologies,
Urban Planning and Building-Tunis
- **2017-2019:** 1st year in license of mechanics of materials and structures
Higher Institute of Applied Sciences and
Technology of Sousse-Sousse
- **2013-2017:** High School Diploma in Computer Science
Pilot School of Art El Omrane-Tunis

Languages

- English 
- French 
- Arabe 
- German 
- Spanish 

Softwares

- Autocad 
- 3DS max 
- Arche ossature 
- Photoshop CS 
- Microsoft word 
- Microsoft Power Point 
- Excel 
- Matlab 

Leisure interests

- Volunteering works.
- Club membership
- Nature
- Travel,
- cultures
- Sport
- Dancing