






SAMEH OUERGHI

CONTACT

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 Tunis , la marsa

 LinkedIn : Semah ouerghi

SKILLS

Photoshop

Meta Business Suite

CRM : Customer Relationship Management

Figma

Pack office

Jira , Boond manager, Confluence

EDUCATION

Bachelor in Marketing

Higher Institute Of Management Tunis

2020-2023

CERTIFICATION

Introduction to CRM with Hubspot

Le commerce B2B

LinkedIn Ads

Social Media Marketing foundations

An Introduction to Consumer

Neuroscience and Neuromarketing

The neuromarketing Toolbox

Get Started with Figma

LANGUAGES

English 

french 

PROFILE

Semah Ouerghi, a marketing graduate with a diverse professional background. With a year-long tenure as a community manager in the automotive spare parts industry, I honed my skills in digital engagement, customer relations, and brand advocacy. Additionally, my managerial role at Optimfinance underscores my capacity for leadership, strategic decision-making, and team coordination within the financial sector. My academic foundation in marketing, coupled with practical experiences, showcases a versatile professional equipped with expertise in community building, managerial acumen, and a nuanced understanding of marketing principles

WORK EXPERIENCE

Client Manager

Optim finance

- **Client Relationship Management:** Building and maintaining relationships with clients, understanding their needs, and ensuring overall satisfaction.
- **Account Management:** Overseeing client accounts, handling inquiries, addressing concerns, and managing the client's portfolio.
- **Communication:** Acting as the primary point of contact for clients, maintaining clear and consistent communication, and ensuring information flow between the company and clients.
- **Problem-Solving:** Resolving client issues or complaints promptly and effectively, working to find solutions that meet both client requirements and company capabilities.
- **Feedback Collection:** Gathering client feedback, understanding their suggestions or concerns, and implementing improvements where necessary.

Showroom manager


SPVA : société pièce voiture origine et adaptable


- Daily management of the showroom: supervising staff, organizing schedules, managing inventory, etc.
- Creating and implementing attractive product displays.
- Interacting with customers to answer their questions and advise them on products.
- Monitoring sales and sales targets, as well as showroom performance.
- Training and mentoring showroom staff.
- Managing administrative operations such as orders, invoicing, etc.
- Collaborating with other departments within the company, such as marketing and product management, to ensure consistency in product presentation and promotions.

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WORK EXPERIENCE

Waiter

Baguette et Baguette

- **Greeting and seating guests.**
- **Taking accurate and efficient orders from customers.**
- **Presenting the menu and recommending dishes or beverages.**
- **Serving food and drinks to customers with care and professionalism.**
- **Ensuring guests' needs are met during their meal and addressing any requests.**
- **Maintaining cleanliness and presentation of tables and the dining area.**
- **Collaborating with other staff members to ensure a pleasant guest experience.**
- **Handling payments and transactions accurately.**
- **Following food safety and hygiene procedures.**
- **Contributing to maintaining a positive and collaborative work environment.**

Cashier

Plan B

- **Handling cash transactions with customers.**
- **Scanning items, ensuring pricing accuracy, and processing payments.**
- **Balancing cash drawers and reconciling discrepancies.**
- **Issuing receipts, refunds, credits, or change to customers.**
- **Maintaining a clean and organized checkout area.**
- **Assisting customers with inquiries or concerns.**
- **Operating a cash register, scanner, and other electronics.**
- **Following all company procedures regarding cash handling and transactions.**
- **Providing excellent customer service and ensuring customer satisfaction.**