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| Personal Details:Email I’d: kamelati68@gmail.comMbl.: **0097450127273**Date of Birth: 11\11\1985EDUCATIONHigh school (Al-AHD AL-JADID) Tunisia Diploma: **COMPUTER/SOFTWARE SKILLS**MS Office, including Outlook, Word, Excel, AutoCAD and PowerPoint LANGUAGEArabic, French, and English | kamel picEXPERIENCE PROFILEI am having total experience of more than 10 years in both Qatar and Tunisia. My experience includes working directly with the public in different environments. I worked closely with locals and expatriates of different cultures and backgrounds.I was the organization team leader that provided communication solutions which helped increasing the visibility of the companies I worked for. I had acquired strategies that allowed me to establish and maintain effective relationships. I can perform well under pressure. I am a good communicator and negotiator. **STRENGTHS*** Active, self-motivated, goal oriented and flexible
* Diplomatic personality when working in a difficult situation with the public
* Creating and implementing practical procedures and solutions within a limited time frame
* Fluent in speaking Arabic and French, English is Average,
* Enthusiastic and well organized
* Confident and imaginative with a vision.
* Excellent working knowledge of communication tactics

Work Experience Job Designation: **PR& Stakeholder Permitting** December 2020 up to date Dorsch Qatar**Consulting and Engineering**Project name: Design and build contract for Al-Wukair sewagePR-PS Temporary Pumping Station & Associated Works- C845/A Responsibilities & skills * Provide technical support to secure approvals, agreements and/or undertakings with stakeholders including government departments, authorities, regulatory bodies, various agencies and any other third parties
* Support the monitoring and review of the Lead Design Consultant’s activities especially in relation to the specified Contract Deliverables, their compliance with relevant Codes and Standards, as well as requirements for permits such as Road Opening approvals/ Child RO and so forth
* Knowledge of the Doha Governmental structure and departments
* Understanding and working knowledge of region and its cultural differences and political dynamics.

**May 2017 - December 2020**Job Designation: **PR & stakeholder Coordinator** **Al Ghanim International Qatar** **Project Name: Interim Road improvement – Doha South. Phase 1.****Project Code: IAL2018/C024/G****Client: PWA (Ashghal Public Authority)****Consultant: Gulf Engineering & industrial Consultancy** **Responsibilities** * Develop and maintain valuable stakeholder relationships
* Work in getting all permits such as RO/SIS...resolved and valid all the time throughout the project life cycle.
* Oversee implementation of the firms’ access and equity service level agreement with local law / authorities
* Dealing, handling, and resolving conflicts, feedbacks, complaints from the public and residents pertaining to the construction projects inconvenience
* Initialing dialogue with the public, residents, municipalities, MOI, traffic police, government department and embassies etc. on public relation issues
* Conduct regular visits and ad hoc visits to the affected residents affected by the works and make necessary report, feedback to Client and the affected resident.
* Coordinate and work closely with the construction supervision team to minimize inconvenience to the public.
* Plan and launching of public relation program
* Print and publish of notices and flyers and other materials to pre inform public of works commencement and completion to the approval of the Engineer and Client Public Relation Department as required.

**Green tower (construction company-Sub contractor)**Job designation: Public Relation Officer (PRO) January 2015 until December 2016**Role:**  Immigration and governmental bodies PRO for various PR activities. * Play an essential role in resolving issues and complaints.
* Resolve the conflicts related to any of our projects with different governments authorities such as Kahrama, Ooredoo, MME department…

**2- Star Mode Boutique: Tunis**Jan 2010 – Oct 2014**Role:** Sales SupervisorStart Mode is One of the existing boutiques in Tunisia located in a middle-sized mall in the heart of the capital. . **Responsibilities Include:** * Calling costumers and scheduling meetings
* Performing sales visits
* Answering client requirements in a timely for different types of requests
* Follow up with the costumers
* Negotiate with the costumer in case of any complaint, flexible in providing smart solutions
* Efficiently lead and motivate the sales team
* Ensure that the sales target set forth by the organization is achieved
* Maintain good relations with the clients and ensure that they are confident in the services and products provided by the sales team.
* Communicate with the principals in outlining and executing sales development strategies within the proposed time limit
* Controlling the installation and reporting to senior manager

**3- Eviivo Tunisia**Jan 2007 – March 2013 **Role: Reservation agent** **Responsibilities Include:*** Welcome customers by greeting them; offering them assistance
* Direct customers by escorting them to racks and counters, suggesting items.
* Help customer make selections by building customer confidence, offering suggestions and opinions.
* Documents sale by creating or updating customer profile records
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards
* Organize events and meeting with airlines, hotels, and Banks
* Prepare the contract/tender for the client and submit it with all necessary elements
* Communicate traveling tours packages to costumers
* Respond to client requests, checking quotation in the system and communicating the issue to the concerned department and client for further follow up
* Excellent Costumers service and After Sales Services
* Company sent me on foreign tours as mentioned for marketing purpose.

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