

Maroua Chaoui

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Address: Tunis , Tunisia

Telephone: +216 24 553 521 **E- mail:** chewimarmar@gmail.com

Professional experienced And oriented customer, engaged has to offer A service exceptional And has maintain of the relationships positive with his customers. Competent For manage effectively THE requests customers, solve THE problems with professionalism And create A environment welcoming. Expert In THE treatment of the special requests , there coordination optimal with THE teams And THE maintenance of requirements of service high. Recognized For her excellent ability of resolution of problems, his worry of detail And her commitment has improve the experience customer. HAS there research of a new opportunity For bring her expertise in service customer At within a dynamic and customer-oriented team.

Experience professional

2022 – Present

Tender Manager / Business Accelerator

Smart Skills – TIC TAC Group , Tunisia

- *Responsible for identifying business opportunities and developing partnerships and prospecting in local and international markets (Central Africa, Algeria, Libya, Morocco, etc.)*
- *Drive public procurement processes, identify new business opportunities and secure high-value contracts.*
- *Design and implement sales strategies tailored to specific customer needs.*
- *Prospecting new clients via phone, email, and platforms like LinkedIn; organizing remote and face-to-face meetings to build strong relationships and increase sales opportunities.*
- *Planned and organized tasks based on priority dates, consistently meeting deadlines to ensure effective project management and on-time delivery*
- *Conduct in-depth market analysis to identify emerging trends and optimize sales approaches.*
- *Develop and maintain long-term business relationships through consistent customer engagement and customized solutions.*
- *Oversee the operation of customer service, ensuring an exceptional customer experience through proactive problem resolution.*
- *Participate in cybersecurity events , stay abreast of industry advancements and educate clients on digital security solutions.*
- *Manage pre-sales and after-sales processes, providing technical advice and sales support.*
- *Coordinate multiple projects simultaneously, ensuring timely execution and delivery, within budgetary constraints*
- *Responsible for Calls for Tenders and Public Contracts – Main missions:*
 - *Daily consultation on the platforms for publishing calls for tenders (national sites: tunisurf , tuneys / international sites: J 360, etc.)*
 - *Identification of opportunities and dissemination to the various internal departments of the company as needed*
 - *Taking charge of all administrative, technical and financial aspects related to participation in compliance with the deadline*
 - *Monitoring of offers (processing of requests, competitive study, presentation of offers online (on Tuneys) or offline, monitoring of results)*
 - *Participation in the opening of bids*

- Customer follow-up (after-sales service, contract, technical follow-up, etc.)
- Market monitoring (Purchase order, on-time delivery, and invoicing)

2019 – 2022

Tender Officer / Sales Advisor

GEG XEROX, Tunisia

- *Calls for Tenders and Public Procurement Officer – Main missions:*
 - Daily consultation on the platforms for publishing calls for tenders (tunisurf , tunepts)
 - Identification of opportunities and dissemination to the various internal departments of the company as needed
 - Taking charge of all administrative, technical and financial aspects related to participation in compliance with the deadline
 - Monitoring of offers (processing of requests, competitive study, presentation of offers online (on Tunepts) or offline, monitoring of results)
 - Participation in the opening of bids
 - Customer follow-up (after-sales service, contract, technical follow-up, consumables)
 - Market monitoring (Purchase order, on-time delivery, preparation of delivery slip and invoicing)
 - Customer visit
- *Manage commercial contracts, ensuring compliance with industry regulations and company policies.*
- *Prepare offers and follow up with customers.*
- *Provide personalized recommendations to the client based on business needs and technological advances.*
- *Oversaw end-to-end sales processes from initial customer engagement to contract finalization and after-sales support.*
cross-functional teams to optimize service delivery and improve customer satisfaction.
- *Led project management initiatives, ensuring seamless execution and alignment with organizational objectives.*

2018 – 2019

Representative medical

SMR Pharma, Tunisia

- *Carry out medical promotions and product presentations.*
- *Visit pharmacies and doctor's offices to promote pharmaceutical products.*

2017-2018

Sales Advisor

Convergys , Tunisia

- *Manage incoming calls and handle customer requests.*
- *Provide advice on products and services, helping customers meet their needs.*
- *Improve customer loyalty by ensuring high quality service and support.*

2016

Freelance

. Event Host

- *I gave brief presentations on information technology and development services to potential clients and visitors, highlighting key offerings and benefits.*

• Welcome visitors, register guests and ensure smooth check-in processes at events or meetings.

• Entering contact information into the contact database, maintaining accurate and up-to-date records for future communications.

Education

2017 **Bachelor's degree in Life Sciences, specialization: Biology, Molecular Biology and Biotechnology**

Faculty of Sciences of Tunis, Tunisia

2011 **Baccalaureate in sciences experimental (High School Diploma)**

High school of Tunis, Tunisia

Certifications And training

2023 Sales Prospecting Techniques

2023 Introduction to Marketing

2023 Business Development Skills

2023 CSA – Certified SOC Analyst

2022 LinkedIn Creator Masterclass

2022 Digital Communication and Strategy

2022 Priority Management

2022 CSCU – Certified Secure Computer User

2021 SAGE Software

2021 Marketing and Communication Strategy

2019 IT Management and Marketing

SKILLS

- **Customer Relationship Management Solids**
- **negotiation and sales skills**
- **Communication**
- **Interpersonal skills**
- **problem solving**
- **Adaptability and multitasking**
- **Collaborative teamwork**
- **Time management**

- **Active listening**
- **Proficiency in Microsoft Office**
- **Proficiency in Odoo / Sage / CRM**

LANGUAGES

Language	Level
Arab	Native language
French	C1
English	B2
Italian	A2