



# IMEN CHEMEK CHEBBI

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Doha-Qatar

To associate myself with an organization which encourages me to work on my proficiencies and improve my knowledge levels. I should like to be a part of a team, which works dynamically towards the growth of the organization, and consecutively help in my individual growth.

## STRENGTHS AND EXPERTISE

Communication skills  
Customer Service  
Ms Office skills

Financial Reporting  
Negotiation Skills  
Creative thinker

Team Collaboration  
Reception Duties  
Strong understanding of social media

## PROFESSIONAL EXPERIENCE

**Real Estate Consultant – York Towers Development – Doha /Qatar**

**2024-2025**

- Generate and manage leads through networking, referrals and digital marketing while maintaining accurate records in CRM systems.
- Conduct property viewings and provide tailored solutions to meet client needs, ensuring a positive customer experience.
- Negotiate offers, prepare sales agreements, and guide clients through the entire property transaction process.
- Build long-term client relationships and deliver after-sales support to encourage referrals, repeat business and deals.

**Banking sales officer – Credit cards, International Union of Banks - Tunisia**

**2023-2024**

- Actively seek out and engage potential customers to promote and sell credit card products, meeting or exceeding sales targets.
- Build and maintain strong relationships with existing and prospective customers to enhance customer loyalty and retention .
- Stay informed about various credit and offerings, features, benefits, and market trends to effectively communicate with clients.
- Assist customers in completing credit card applications and ensure all necessary documentation is collected and submitted.
- Maintain regular follow-up with potential and existing customers to facilitate the sales process and address any inquiries.
- Track sales performance and provide regular reports to management regarding sales activities, challenges, and market feedback.

**Ground Services Staff,Qatar Airways-Qatar**

**2022-2023**

- Greet and assist passengers during check-in, boarding, and arrival, providing information about flight schedules, baggage claims, and airport services.
- Manage the loading and unloading of passenger baggage, ensuring all items are handled with care and delivered to the correct location.
- Facilitate the check-in process, including issuing boarding passes and verifying passenger identification and travel documents.
- Address passenger inquiries and concerns promptly, maintaining a high level of customer satisfaction at all times.
- Operate ground service equipment, such as tugs, baggage carts, and boarding stairs, while adhering to safety protocols.

**Digital Marketing agent ,NewVision-Tunisia**

**2021-2022**

- Develop engaging and relevant content for websites, blogs, social media, and email campaigns that resonate with target audiences.
- Manage and grow the company's social media presence by creating and curating content, responding to comments, and analyzing engagement metrics
- Design and execute email marketing campaigns, including newsletters, promotional offers, and automated

sequences to nurture leads and drive conversions.

### **Content Creator,Jumia-Tunisia**

**2020-2021**

- Create a variety of content, including blog posts, articles, videos, infographics, and social media posts that align with our brand voice and marketing goals.
- Manage and grow social media accounts by creating compelling posts, responding to audience interactions, and analyzing performance metrics.
- Implement SEO best practices to enhance content visibility and improve search engine rankings, including keyword research and on-page optimization.

### **Customer Advisor and Receptionist,Jumia-Tunisia**

**2017-2020**

- Greet and assist customers both in-person and over the phone, addressing inquiries and providing information about products and services.
- Assist customers with order placement, tracking, returns, and exchanges, ensuring a smooth and positive shopping experience.
- Manage the reception area, ensuring it is tidy and organized, while handling incoming calls and directing them to the appropriate departments.
- Stay informed about Jumia's offerings, promotions, and policies to provide accurate information and recommendations to customers.
- Identify and resolve customer issues or complaints promptly, escalating to management when necessary.

### **Financial Analyst, Central Bank of Tunisia-Tunisia**

**2015-2017**

- Collect, analyze, and interpret financial data to assess trends, risks, and opportunities within the banking sector and the economy.
- Prepare detailed financial reports, forecasts, and presentations for senior management and regulatory authorities, ensuring accuracy and compliance with relevant standards.
- Develop and maintain financial models to simulate various economic scenarios and their potential impact on the bank's operations and policies.

### **Sales Executive ,Zara-Tunisia**

**2014-2015**

- Greet customers warmly, assist with their inquiries, and provide product recommendations to enhance their shopping experience.
- Engage customers effectively to drive sales, meet individual and store sales targets, and promote promotional offers and new arrivals.
- Stay informed about current collections, fashion trends, and store policies to assist customers with informed choices.

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## **TRAINING**

- Jan 2018 - Mar 2018: Training - Professional communication written and oral The French Institute of Tunisia, Tunis
- Oct 2017 - Nov 2017: Certified training - Community Manager - CORP CORP The Orientation and Professional Reconversion Center, Tunis
- Nov 2014 - Nov 2016 :Training - Business English British Council, Tunis B2 level
- March 2012 - June 2012 : Study the insurance market and predisposition to the reception of the insurance solution Salim Insurance Headquarters, Tunis
- Feb. 2009 - Apr 2009: Financial advisor- Account management and Bank loans International Union of Banks, Mahdia Internship at the end of my school program

## **EDUCATION**

**Sept 2010 - Jun 2013**

**Professional Master in Currency, Finance and Banks: Actuarial and Risk Management**

Faculty of Economics and Management, Sfax

**Sept 2006 - Jun 2009**

**Applied License in Banking and Insurance**

Faculty of Economics and Management, Sfax

**Sept 2005 - Jun 2006**

**Baccalaureate - Economics and Management section**

"Abou ElKacem Chebbi" secondary school Chebba, Mahdia

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## **LANGUAGE**

**Arabic : mother language**

**English :fluent**

**French: fluent**

**Italian: Basic**