



# Nidham Charfeddine

## CONTACT

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📍 Tunisia, Sfax

## SKILLS

**Project Management**  
**Strategic planning Team**  
**leadership Customer**  
**service Negotiation**  
**Business strategy**  
**Continues improvement**



## PROFILE

To secure a challenging role leveraging my expertise in executive support and customer relations to drive efficiency and satisfaction. I offer a proven track record of exceptional organizational and problem-solving skills. Adept at managing multiple projects simultaneously while maintaining composure and a positive attitude. Seeking a position where I can contribute significantly to team success and enhance operational effectiveness.

## WORK EXPERIENCE

### Yogurtini

Dec 2019 - Dec 2023

**Manager, Supervisor, Barista,**

Sept-2019 - PRESENT MANAGER/SUPERVISOR/SALES Duties and Responsibilities: Oversee day to day operations. Design strategy and set goals for growth. Maintain budgets and optimize expenses. Set policies and processes. Oversee recruitment and training of new employees. Evaluate and improve operations and financial performances. Present, promote and sell products/services using solid arguments to existing and prospective customers. Perform cost benefit and needs analysis of existing/potential customers to meet their needs. Establish develop and maintain positive business and customers relationships.