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**DERBALI**

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***- Address: Dubai UAE***

***- Date of Born: 05-09-1984***

***- Nationality: Tunisia***

**OBJECTIVE**

***I am an honest, self-motivated and hardworking man with positive attitude towards my career and my life. In addition, with reference to my skills, modest experience and qualification, I have eagerness to get a job in a reputed organization that matching my talent for enhance my professional career and to contribute for the company growth, and also to be in respectable position in that organization.***

***Skills***

- Good knowledge of Office software (MS Word, Excel, Power Point, Front Page…).

- Common use of the Internet (Internet Explorer, Mozilla Firefox, Outlook…).

- Good knowledge management systems database.

- Able to work at pressure and deadline.

- Ability to work as part of team.

- Ability to learn quickly.

- Experienced in team building and store organization.

- Highly effective communication skills including public relation and customer services.

***Education***

**- *June 2011:*** **Certificate national of professional Master** in *Piloting and industrial network*(mention very well) (Superior Institute of applied sciences and technology of Kairouan Tunisia)

***- June 2008*:** **Academic diploma of technology** in *genius electronic* specialty of the electronic Industrial systems (Superior Institute of applied sciences and technology of Kairouan Tunisia)

***- June 2005*:** **High School Graduation Diploma** (technical section) (High school secondary Jelma)

***Professional Experience***

**In Tunisia**

* **Position : electronic sales**
* **Company: Retej company**
* **Year: january 2015 to october 2017**

**Key Responsibilities:**

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Helps 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.

* Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributes to team effort by accomplishing related results as needed. - Keep records of lost sales and report to the store manager

**In Dubai**

* **Position : IT , Administrator**
* **Company: carrefour hypermarket, Emirate mool , Dubai**
* **Year: August 2012 to August 2014**

**Key Responsibilities:**

* Install new or rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with industrial standards and company requirements.
* Develop and maintain installation and configuration procedures.
* Provide required support for various departments/branches in the company as required.
* Repair and recover from hardware or software failures. Coordinate and communicate with impacted departments/branches.
* Maintain operational, configuration, or other procedures.
* Need to interact with 3rd party service team/vendors as required.
* Ready to work on shift basis if required
* **Position :salesman**
* **Company: carrefour market, dubai marina,Dubai**
* **Year: March 2012 to Aug 2012**

**Key Responsibilities**

* Meet and exceed customer and team member expectations by providing excellent service and teamwork.
* Communicates effectively with customers, co-workers and supervisors.
* Handles safe working situations within the department.
* Performed all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.

***Languages***

* Arabic: Good command of the Arabic language.
* French: Good command of the French language.
* English: Good command of the English language

***Hobbies***

* Automatic device, data processing and industrial network, Internet, scientific discoveries, journeys