

## CURRICULUM VITAE

**Proposed role in the project:**

**Category:**

**Staff Member of:**

1. **Family Name:** Dridi
2. **First Names:** Imen
3. **Date of birth:** 12/08/1983
4. **Phone number:** (+30) 698 977 9318
5. **Residence :** Athens - Greece
6. **Education :** Degree in administration and communication Major Quality Assistance

Institution : Date from- Date to	Degree(s) or Diploma(s) obtained:
Institut Supérieur des Etudes Technologiques 2003-2006 Tunisia	Senior technician in administration and communication – Major quality assistance
Secondary school Mahmoud Messaadi Tunisia	Baccalaureate in experimental sciences
Web developer – Training session Greece	Front-End Developer

**7. Language skills: (by competence from 1 to 5, 1 is the maximum):**

Language	Reading	Speaking	Writing
Arabic	1	1	1
French	1	1	1
English	2	2	2
Greek	5	5	5

**8. Current Position: Online Translator**

**9. Years / month within the firm: 6 months**

**10. Specific experience in the country or specific mission:**

Country	Date
Greece	October 2019 - Today
Tunisia	April 2019 – October 2019
Greece	August 2015 – August 2018
Lebanon	November 2014-Juin 2015
Tunisia	November 2006-July2014

**11. Certificates:**

Certificate	Organization	Year
Initiation to the professional field	Tunisian Company of Electricity and Gas	2004
Second training of middle of the studies	Tunisian Post Office	2005
Final training Topic: support to the company during the preparation of the quality system for an audit Review.	MAGRIPLAST	2006
French level test	French Institute in Tunisia	2013
ODK registration system	ODK Officer Red cross	2017
Stay safe	Red cross platform	2017
Code of conduct	Red cross platform	2017
Grade: System Administration and IT Infrastructure Services	Google Platform Online for pro	2021
Grade: Google IT Specialist	Google Platform Online for pro	2021
Grade: IT Security: Defense against the digital dark arts	Google Platform Online for pro	2021
Grade: Operating Systems and You: Becoming a Power User	Google Platform Online for pro	2021
Technical Support Fundamentals	Google Platform Online for pro	2021

**Internal Teleperformance interviews and succeeded promotions and pools : quality analyst, developer, trainer.**

**12. Professional Experience:**

October 2019 - Today	Athens - Greece	<b>Google project</b>	<b>Verification team</b>	<ul style="list-style-type: none"> <li>- Handling customer inquiries through : phone, email and chat.</li> <li>- Respecting the fixed key performance indicators of the project.</li> <li>- Participating in suggestions to improve the tools and the working methods.</li> </ul>
April 2019 – October 2019	Tunis - Tunisia	<b>SKL international</b>	<b>Freelance Administrative Consultant</b>	<ul style="list-style-type: none"> <li>- Event organizing</li> <li>- Interpretation during seminars and meetings</li> <li>- Written translation in Arabic, French, English</li> <li>- Accountancy and petty cash follow up</li> <li>- Reporting</li> <li>- Meeting minutes</li> <li>- Coordination with the suppliers and the field actors</li> </ul>
03/2018 - April 2019	Online jobs	<b>Translators DataBase</b>	<b>Online translator</b>	-Translation : general and technical translations delivered according to the fixed deadlines.
09/2017-02/2018	Skaramagas - Greece	<b>International Federation of Red Cross and Red Crescent (IFRC)</b>	<b>Officer – Hygiene Promotion Unit</b>	<ul style="list-style-type: none"> <li>-In close collaboration with the Project Coordinator; plan, organize and carry out daily hygiene promotion activities within the camp/out of camp in line with agreed work plans, strategies and methodologies.</li> <li>-Identify training needs of volunteers and community members involved in water, hygiene and sanitation interventions and develop and implement training plans.</li> <li>-Collect data and prepare regular reports on activities and WASH conditions for monitoring.</li> <li>-Liaise with community leaders and other sectors and agencies</li> <li>-To represent Red Cross in co-ordination meetings and block leaders and other stakeholders when asked to.</li> <li>-Conduct hygiene promotion activities in the assigned refugee camps under guidance of the Hygiene Promotion delegate.</li> <li>-Asses and analyze emerging public health needs and recommend sustainable practical solutions</li> <li>-Supervise hygiene Promotion activities and resources so that they are implemented and handed over or ended in a way that promotes local capacities and sustainable operations.</li> <li>-Participate in the development of information, education and communication materials relevant to the context; with appreciation of cultural norms and beliefs.</li> </ul>
12/2016- 09 2017	Skaramagas - Greece	<b>International Federation of Red Cross and Red Crescent (IFRC)</b>	<b>Interpreter : Arabic - English</b>	<ul style="list-style-type: none"> <li>- Interpretation inside the clinics at the medical center of IFRC</li> <li>- interpretation during the lessons and the awareness sessions organized by the health staff</li> <li>- Elaboration of the weekly schedule for the interpreters</li> <li>- Data Entry using ODK system</li> <li>- Translation of the presentations elaborated by the medical stuff from English to Arabic</li> </ul>
09/ 2015-10/ 2016	Athens - Greece	<b>Apple project</b>	<b>Advisor</b>	In charge of customer inquiries through email and phone

11/ 2014-06/ 2015	Beirut - Lebanon	<b>EU funded project EuropeAid/134308 /C/SE R/</b>	<b>Freelance Project assistant</b>	<ul style="list-style-type: none"> <li>-Elaboration of the project schedule using Gantt</li> <li>-Budget</li> <li>-DataBase management (Electronic and hard copies of the project documentation)</li> <li>-Meetings organization including the elaboration of Minutes</li> <li>-Coordination between the mandatory office and the different local partners</li> <li>-Translation of documents and coordination between the beneficiaries and the mandatory office</li> <li>-Communication and Visibility</li> <li>- Logistics</li> <li>-Assistance for the technical team</li> <li>-Drafting the project advancement activity reports for the European Delegation in Beirut</li> </ul>
04/ 2012 - 07/2014	Tunis - Tunisia	<b>EU funded project for Eco building</b>	<b>Green buildings EU funded project at the Ministry of equipment and planning - Tunis, Tunisia</b>	<ul style="list-style-type: none"> <li>- Analyze and provide advice on the managerial methods and organization of a public or private sector establishment</li> <li>-Conduct research to determine efficiency and effectiveness of managerial policies and programs</li> <li>-Conduct assessments and propose improvements to methods, systems and procedures in areas such as operations, human resources, records management and communications</li> <li>-Provide guidance and support to businesses on regulatory policies and procedures;</li> <li>-Ensure internal compliance with regulatory requirements; and prepare submissions and filings with regulatory bodies</li> <li>-Plan the reorganization of the operations of an establishment</li> <li>-May supervise contracted researchers or clerical staff.</li> </ul>
12/2009 - 10/2011	Tunis - Tunisia	<b>Branch manager</b>	<b>Concept packaging Tunisia</b>	<ul style="list-style-type: none"> <li>- Establish objectives for the company and formulate or approve policies and programs</li> <li>-Authorize and organize the establishment of major departments and associated senior staff positions</li> <li>-Allocate material, human and financial resources to implement company policies and programs; establish financial and administrative controls; formulate and approve promotional campaigns; and approve overall personnel planning.</li> <li>-Select middle managers, directors or other executive staff.</li> <li>-Coordinate the work of regions, divisions or departments</li> <li>-Represent the company, or delegate representatives to act on behalf of the company, in negotiations or other official functions.</li> </ul>

10/2008 - 09/2009	Tunis- Tunisia	<b>Administrative assistant</b>	<b>Karthapli</b>	<ul style="list-style-type: none"> <li>-Prepare, key in, edit and proofread correspondence, invoices, presentations, brochures, publications, reports and related material from machine dictation and handwritten copy</li> <li>-Open and distribute incoming regular and electronic mail and other material and co- ordinate the flow of information internally and with other departments and organizations</li> <li>-Schedule and confirm appointments and meetings of employer</li> <li>-Order office supplies and maintain inventory</li> <li>-Answer telephone and electronic enquiries and relay telephone calls and messages</li> <li>-Set up and maintain manual and computerized information filing systems</li> <li>-Determine and establish office procedures</li> <li>-Greet visitors, ascertain nature of business and direct visitors to employer or appropriate person</li> <li>-Record and prepare minutes of meetings</li> <li>-Arrange travel schedules and make reservations</li> <li>-May compile data, statistics and other information to support research activities</li> <li>-May supervise and train office staff in procedures and in use of current software</li> <li>-May organize conferences.</li> </ul>
11/2006 - 08-2008	Tunis - Tunisia	<b>Quality manager</b>	<b>Aero-Stanrew ( New Chapel Industries)</b>	<ul style="list-style-type: none"> <li>-Plan, organize, direct, control and evaluate the operations of a manufacturing establishment or the operations or production department in the factory.</li> <li>-Implement the quality system with a TUV expert.</li> <li>-Develop and implement plans to efficiently use materials, labour and equipment to meet production targets</li> <li>-Develop production schedules and maintain an inventory of raw materials and finished products</li> <li>-Plan and implement changes to machinery and equipment, production systems and working methods.</li> <li>-Direct quality control inspection system and develop production reporting procedures.</li> <li>-Develop equipment maintenance schedules and recommend the replacement of machines.</li> <li>-Hire, supervise and train or oversee training of employees in the use of new equipment or production techniques.</li> </ul>