

Work experience

02/2021
Now

Technical Support Advisor Teleperformance Greece

- Handle and resolve Customers' technical issues at the first contact following troubleshooting protocols
- Maintain solid customer relationships by handling their questions and concerns with speed and professionalism
- Work as floor support & help mentoring newcomers whenever needed

09/2018
09/2020

Communication & artistic Director Yūka Tunis

- Conceiving, developing and implementing the artistic vision & the communication strategy of the company.
- Devising & producing the venue's events (public & private).
- Leading the communication & production team.
- Overseeing day-to-day communication & programming operations.
- Representing & advocating for the venue & soliciting corporate partnerships & sponsorships.
- Booking & negotiating with local & international agencies.

08/2016
09/2018

Event Production Manager Yūka Tunis

- Producing multiple innovative events with local & international artists.
- Leading across full event production, working closely with internal teams & external suppliers.
- Creating key documents : presentations, running orders, events schedules, briefing documents...
- Budget management, delivering to agreed financial targets.
- Managing the artists travel, accommodation & hospitality.

05/2014
06/2016

Accommodation Manager Villa 78 (Maison d'hôtes)

- Overseeing the Front Office Operations.
- Handling day-to-day business : reservations, rooms occupancy, special requirements, guests needs.
- Rooms & common area inspection & ensuring that company standards for guest service are met.
- Monitoring staff performances & train new employees on answering guest enquires about hotel policies & services.

01/2012
03/2013

Project Manager Swib Info Tunis

- Initiating & managing several platforms & communication mediums related to education, college orientation & Youth in general.
- Organizing workshops, education fairs and meetings with pupils , college students, professors and professionals.
- Promoting different Private schools & universities on the company's platforms.
- Collaborating with governmental agencies on projects related to higher education.

Education

09/2014
06/2016

Master of Common Law

University of Carthage Faculty of Judicial, Political and Social Sciences of Tunis

09/2010
06/2014

Public Law Bachelor's Degree

University of Carthage Faculty of Judicial, Political and Social Sciences of Tunis



YASMEEN HACHED

Creative Director

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Skills

Creativity



Leadership



Flexibility



Teamwork



Project Management



Languages

- Arabic: Mother Tongue
- English: Excellent
- French: Excellent
- Italian: Basic