

Mahdi Maalaoui

00216 22 073 303

Mahdi_maallaoui@live.com • <https://www.linkedin.com/in/mahdi-maalaoui/>

23 Street Bordeaux, Manouba 2086 Tunisia

- After a targeted training, I wish now to highlight my knowledge and skills acquired especially during my studies, hoping to find with you, the right support to achieve my professional goals and be able to bring new impulses to your activities...

PROFESSIONAL EXPERIENCE

Transaction Assistant

Sep 2019 – July 2021

PwC Tunisia, Rue du Lac d'Annecy, Tunis, Tunisie..

- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Adhered to regulatory and company security and audit procedures.

Billing and Accounting Agent

November 2016 – May 2019

THS Services, Manouba, Tunisia

- Devised and implemented product strategies for filling market gaps and driving consistent sales.
- Provided pricing information to customers regarding specific products.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Referred customers to various services by evaluating needs and providing recommendations.
- Maintained records related to sales, returns and inventory availability.

EDUCATION

Media Training Center – Tunisia

2021

- Web Developer Training

University of Manar – Tunisia

2016

- Bachelor Degrees in Management

LANGUAGES

French, English, Arabic

References

on request