






Islem Jaouher

38 years old
Driving license B

 islemjaouher@yahoo.fr
 +216 23 222 579
 "El Yamama" housing estate
Garden of El Menzah 2

Trainings

International Airlines Crew Training – "IAC", Tunis. 2007-2008

Baccalaureate, Economics and Management Section – "Dar El Maaref", Menzah 6.

2006 - 2007

Experiences

Transcribe

Yai Global: October 2022, so far

- ▶ *Know the audience and understand their needs*
- ▶ *Master the tools allowing the transcription and adaptation of documents*
- ▶ *Ensure the understanding of a dialogue and restore it in the same language in writing*
- ▶ *Convert audio or video to written media*

coach

Juventus Academy: September 2019, so far

- ▶ *The establishment of a form of relationship with the children (the relationship comes before education)*
- ▶ *Establishing a motivating learning environment*
- ▶ *Plan, develop and execute training sessions and practices*
- ▶ *Identify the strengths and weaknesses of each child*
- ▶ *Stimulate and develop children's skills and potential abilities*
- ▶ *Analyze or evaluate individual or team performance and modify the training program*
- ▶ *Follow up with parents if necessary*

Cafe owner and manager

The Coffee Shop Piece: May 2018, June 2020

- ▶ Organize and supervise services
- ▶ Train new and current employees on good customer service practices
- ▶ Evaluate staff work and provide feedback to improve productivity
- ▶ Estimate future needs for goods, kitchen utensils and cleaning products
- ▶ Ensure compliance with health and safety regulations
- ▶ Control operating costs and identify measures to reduce waste
- ▶ Respond effectively and appropriately to customer complaints

Manager of a cafe

Lella El Beya: October 2013, December 2015

- ▶ Manage daily cafe operations
- ▶ Coordinate with suppliers and order goods as needed (paper cups, coffee, milk, etc.)
- ▶ Advise staff on the best ways to resolve issues with customers and provide excellent customer service
- ▶ Build friendly relationships with customers to build loyalty and enhance our reputation
- ▶ Inventory and supply management
- ▶ Recruit staff and train newcomers

Manager of a football academy

Diego Academy: September 2013 – June 2014

- ▶ Organize the timetable and planning within the academy
- ▶ Ensuring the development and progression of young footballers
- ▶ Structure the academy by proposing a sports project

Manager and owner of a football pitch

Diego Stadium: April 2011 – December 2015

- ▶ Participate in the preparation of activities
- ▶ Plan and organize the schedule for the week
- ▶ Respond effectively and appropriately to customer complaints
- ▶ Prospecting and retaining new customers
- ▶ Advise and train staff on the best ways to resolve issues with customers and provide excellent customer service
- ▶ Coordinate with suppliers

SKILLS

Academics

- ▶ Teamwork
- ▶ Client contact
- ▶ Personal development
- ▶ Coaching
- ▶ Stress management
- ▶ Listening and communication skills

Linguistics

- ▶ Arabic: Native language
- ▶ French: Excellent
- ▶ English: Upper Intermediate

IT tools

- ▶ Word
- ▶ Excel
- ▶ Power point

Extra-professional experiences

Sporting activities and hobbies

- ▶ Sport, Cinema, Music, travel.

And I am currently looking for other experiences and to discover other frameworks in order to enrich my skills.

THANKS