# Siwar Ben Ghayadha



**Administrative Officer | Customer Service | Office Coordinator**

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**Dubai, UAE**

## PROFILE

Dedicated Administrative Officer with 4 years of experience in an international company (Education First). Strong background in administration, customer service, invoicing, visa file management, and front-desk operations. Highly organized, detail-oriented, and comfortable working in fast-paced, multicultural environments.

## WORK EXPERIENCE

### Administrative Officer

***EF - Education First | Lac 2, 1053 Tunis | 15 September 2022 – Present*** (4 years)

- Lead the front-desk reception, welcoming and assisting clients while ensuring a professional first point of contact.
- Manage phone inquiries, providing timely and accurate information to students, parents, and partners.
- Handle student bookings via Salesforce, maintaining organized and error-free records.
- Create and issue invoices for clients and accounting, ensuring precision and timely processing.
- Support daily administrative tasks to maintain an efficient office environment.
- Manage office bill payments and related financial documentation responsibly.

### Ticketing

***Destination Travel Agency | Mutuelleville, 1082 Tunis | 16 January 2022 – 30 July 2022***

- Met with clients to assess travel needs and provide tailored solutions.
- Coordinated flights, hotels, and transportation to ensure seamless travel experiences.
- Managed invoices, paperwork, and client records with accuracy and attention to detail.
- Provided ongoing support during trips, handling changes and resolving issues efficiently.
- Stayed informed on travel trends and airline regulations to deliver up-to-date guidance.

### Customer Service

***Indigo "MONGO", Géant Tunis City | 1 April 2021 – 30 May 2021***

- Led customer interactions by welcoming and guiding them to meet their needs.
- Delivered detailed product information, including features, pricing, and availability.
- Oversaw stock organization, shelf restocking, and inventory management.
- Ensured store displays were visually appealing and maintained a clean, organized layout.

## EDUCATION & CERTIFICATES

- International Training Center for Civil Aviation (CIFAC)
  *First Aid / Customer Service / Ticketing / Dangerous Goods / Security / Computerized Check-in Procedures*
- Economic and Management (High School Level)

## TRAINEESHIP

- **Ticketing with Tunisair**
  *1 month, Tunisair Headquarters, Charguia 2 (August 2021)*
- **Check-in with Tunisair**
  *1 month, Tunis Carthage Airport (October 2021)*

## SKILLS

- Customer Service
- Teamwork
- Communication
- Organization
- Problem Solving
- Attention to Detail
- Interpersonal Skills
- Time Management

## TECHNICAL SKILLS

- Microsoft Office: Word, Excel, Teams, and PowerPoint
- Google Workspace (Docs, Sheets, Slides)
- Outlook / Gmail

## LANGUAGES

- **Arabic:** Mother tongue
- **English:** Upper Intermediate
- **French:** Intermediate
- **Italian:** Beginner