



Mohamed Amine Louati

Technical Commercial

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OBJECTIVE

I am targeting positions in a marketing or sales executive who is responsible for an information system or head of a digital transition project.

STUDIES

2014 - 2016 Professional Master in Marketing-Customer Relationship Management
Faculty of Economics and Management of Sfax

2013 - 2015 Professional Master in Electronic Commerce
High School Of Commerce Sfax

2010 - 2013 Applied Degree in Management of Information and Communication Technologies
Higher Institute of Technology Studies in Tunis Communication

June 2009 Bachelor's Degree in Economics and Management
High School April 9, 1938 In Sfax

EXPERIENCES

November 2016 ● Worker Training
All Soft Multimedia (*ASM*)

June 2015 ● Memory Entitled " Focus on the consumer: when the digital goes to CRM service"

June 2015 ● Memory Entitled "Design And Creation In The Application Of Management Of Pastry Activities"

August 2014 ● Seasonal In The Sector Of The Regional Direction Of Sfax
(*Tunisie Telecom*)

July 2014 ● Worker Training
Agency Multimedia And IT Development (*SMDI*)

January 2013

■ Mini-Project Entitled "Design and Realization of a Correspondence Application for Technical Commercial Series Numbers"
(*TOPNET*)

June 2013

■ PFE Entitled "Design and Realization of a Resource Management and Reservation Application (*Iset'com*)

February 2012

■ Worker Training On Month In The Breast Of The Commercial Agency (ACTEL-Front Office)
(*Tunisie Telecom*)

August 2012

■ Internship Technician of a Month Maintenance Service
(*Tunisie Telecom*)

February 2011

■ Internship of a month in the branch of the Commercial agency (ACTEL-Back Office)
(*Tunisie Telecom*)

August 2011

■ One Month Worker Internship at the Customer Service Center (CSC)
(*Tunisie Telecom*)

SKILLS

Management Tools

- Analytical CRM
- Production management
- Descriptive statistics
- Datamining
- Financial management
- Data Analysis and Demand Forecasting
- Management Of Control
- Financial accounting
- Management and Development of a Client

Marketing & Commerce

- CRM
- Acquisition And Retention Of Customers
- Customer Satisfaction Surveys
- Marketing
- Trading And Consulting Customers
- Electronic Commerce
- Design Of Services And Customer Segmentation
- Customer Claims Management
- NLP

Management of the company & Innovation Management

- Company Information System
- Company Functions
- Digital Risk Management
- Strategic Management of the Company
- Organizations Theory
- Step Of IT Project
- Business Service Management
- Distribution Logistics
- Norms

Software Knowledges

- Photoshop
- After Effects
- Microsoft Windows Server
- Illustrator
- Premiere Pro
- Microsoft Dynamics
- Dreamweaver
- Flash
- Open ERP

Langages

- CSS/XHTML
- Java
- PHP
- Action Script
- JavaScript
- C

LANGUAGES

Arabe: Native

Français: Average

Anglais : Good level

REALIZATION



[\(*telesys.tn*\)](http://telesys.tn)



[\(*mpctunisia.com*\)](http://mpctunisia.com)



[\(*maxsk.com.tn*\)](http://maxsk.com.tn)



[\(*maknicom.com.tn*\)](http://maknicom.com.tn)