



ACHREF HAMMAMI

Management Support Technician

CONTACT INFORMATION

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☎ +216 51085161

📍 Testour - Tunisia

Date and place of birth: 06/01/1997 in Tunis - Tunisia

Nationality: Tunisian

ID Number: 14250995

PROFILE

As an experienced Management Support Technician with a proven track record of success, I possess strong leadership and management skills, exceptional analytical and problem-solving abilities, and a deep understanding of regulatory compliance and industry best practices. I am committed to delivering high-quality products and services that exceed customer expectations and drive long-term success for the company.

SKILLS

- ✓ Leadership and management
- ✓ Analytical and problem-solving
- ✓ Customer satisfaction management
- ✓ Communication skills
- ✓ Teamwork and collaboration
- ✓ Attention to detail
- ✓ Adaptability and flexibility

LANGUAGES

- ✓ English
- ✓ French
- ✓ Arabic

WORK EXPERIENCE

Management Support Technician **06/2021 - Present**
SEBN TN2 Company – Tunisia

- Provide technical support, troubleshoot technical issues, and maintain hardware, software, and network systems.
- Maintain databases by creating, update, and secure them, and generate reports and analyses using the data.
- Assist with administrative tasks such as scheduling, answering calls and emails, ordering supplies, budgeting, and coordinating projects and events.

Quality Operator **2019 - 2021**
Aptiv, Medjez Beba, Beja – Tunisia

- Perform inspections of products and processes to ensure compliance with established quality standards and specifications.
- Record and report quality data and issues in a timely and accurate manner.
- Identify and troubleshoot quality issues and work with other departments to identify root causes.
- Calibrate equipment, perform routine maintenance, and report any issues or concerns to supervisors.

INTERNSHIPS

Intern **01/2021 - 06/2021**
Diamond Cycle and Motor Company – Tunisia

- Measure the cables' strength, durability, and performance under different conditions.
- Identify and troubleshoot any issues that arise during the testing process.

EDUCATION

Quality, Health, Safety, and Environment Management Certificate **08/01/2022 - 10/04/2022**

School of Management and Computer Science EGIN – Tunisia

Occupational Health and Safety Management System ISO 45001:2018 Certificate **12/03/2022 - 10/04/2022**

School of Management and Computer Science EGIN – Tunisia

Environmental Management System ISO 14001: 2015 **06/02/2022 - 06/03/2022**

School of Management and Computer Science EGIN – Tunisia

Quality Management System ISO 9001:2015 Certificate **08/01/2022 - 06/02/2022**

School of Management and Computer Science EGIN – Tunisia

Training Certificate in Customs declaration **02/2021 - 03/2021**
Technology and Tourism Studies Company - Tunisia