

Massoud Hermassi



Contact information

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OBJECTIVE

The role of the IT developer is not only to do programming. Before coding, he must think about the constraints, the technical implications, the consistency of the functionalities requested... in short, a series of steps that requires a good spirit of analysis, logic and pragmatism. Team spirit and good interpersonal skills : if the IT developer is autonomous in his work, he interacts regularly with colleagues to solve problems/malfunctions but also with customers, users of the software he develops. His ability to listen, his ability to adapt to his interlocutor and to make himself understood are highly appreciated.

EXPERIENCE

Mar 2019–Nov. 2021

Sales agents

- *Preparing the customer's commodity (Clothes).*
- *Present, promote and sell products/services using solid arguments to existing and prospective customers*
- *Perform cost-benefit and needs analysis of existing/potential customers to meet their needs*
- *Establish, develop and maintain positive business and customer relationships*
- *Reach out to customer leads through cold calling*
- *Expedite the resolution of customer problems and complaints to maximize satisfaction*
- *Achieve agreed upon sales targets and outcomes within schedule*

- *Goods invoice processing (Clothes).*
- *Convince the Customer of the quality of the merchandise (Clothes).*
- *Shoes Class Business*

Sep 2017–Déc. 2018

Sales agents

- *Sale of Carbonate Product.*
- *Cut Customer bills.*
- *Configure an Export file (pro-forma, commercial).*
- *Work on Sage Commercial software.*

- *Company Hermess Carbonate Tunisia*

July 2016–June .2017

Service Informatique et Bureautiques

- *Customer service concerning computers (formatting, Installation (software. Games...)).*
- *Create websites (HTML, CSS, JavaScript, React).*

- *Adem Services Informatique Tunisia*

Key skills

Marketing
Project management
Budget planning
Social networks
Planning

EDUCATION

***Fundamental Degree in Computer Development.* 2016**

Higher Institute of Technology studies (ISET GAFSA).

Baccalauréat Informatique. 2013

Feriana Secondary School – Tunisia.

LANGUAGES

- French, English, Arabic