

YASMINE BLEL

BILINGUAL CUSTOMER SERVICE
AGENT (SPANISH - ENGLISH)



CONTACTO

+216 54 620 325
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City El Khadhra, Tunis

EDUCACIÓN

- MASTER'S DEGREE IN
INTERCULTURAL COMMUNICATION
2025 - Present
Higher Institute of Languages
of Tunis - El Khadhra
- BACHELOR'S DEGREE IN
SPANISH LANGUAGE
2025
Higher Institute of Languages
of Tunis - El Khadhra

SKILLS

- Strong Communication Skills
- Active Listening
- Problem Solving
- Attention to Detail
- Teamwork and Collaboration
- Ability to Work Under Pressure
- Time Management and Organization
- Adaptability
- Administrative Support

TOOLS

- Symbee
- Matrix
- Cockpit
- Microsoft Office (Excel, Powerpoint, Word)

PROFILE

Spanish Language graduate specialized in Tourism and Intercultural Communication. Customer service professional with experience in international environments, skilled in handling client inquiries, resolving issues, and ensuring a positive customer experience. Known for strong communication skills, adaptability, and teamwork.

ACADEMIC EXPERIENCE

○ LANGUAGE CAMPUS - MAHDIA

2024

- Practiced the language with native speakers
- Participated in creative workshops: poetry, writing, dance, and IT
- Improved written and spoken communication skills
- Collaborated with international students and teachers

PROFESSIONAL EXPERIENCE

○ BILINGUAL CUSTOMER SERVICE AGENT - NATIONAL PEN

2025 - Current

- Handled inbound and outbound calls following international quality standards
- Assisted customers with inquiries in a professional and efficient manner
- Managed orders, invoicing, and issue resolution
- Coordinated with internal departments to resolve complex cases
- Used digital tools such as Symbee, Matrix, and Cockpit
- Delivered clear and effective communication in Spanish and English

LANGUAGES

- Arabic: Native
- Spanish: Advanced
- English: Advanced
- French: Intermediate