NOSHI ZRELLI

Master's degree student

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Academic Experience

Research Proposal:

- Beyond the Algorithm (Fusion Creativity)

Business Pitch:

- RokSil Business Plan

Presentations:

- South Africa: Apartheid's Last Stand
- The Irish Suffrage Movement in the 1910s
- Irish Women and the Great War
- Literary theory: key schools of though

Community Engagement

Red Cross Volunteer

Korba, Tunisia | 2019-2020

Rotaract Club Member

Ben Arous, Tunisia | 2023

Skills

Soft Skills

- Persuasive Communication
- Customer Relationship Management
- Negotiation & Problem-Solving
- Team Collaboration
- Adaptability & Time Management

Computer Skills

- Microsoft Office (Excel, Word, PowerPoint)
- CRM Tools
- Google Workspace
- Social Media Platforms

Education

Bachelor of English: Literature and Civilization

University of Tunis El Manar - The Higher Institute of Human Sciences of Tunis | **2021-2024**

High School Diploma in Economics and Management

02 March 1934 Korba | **2020**

Work Experience

Patient Coordinator

2025

Dr. Fatih Kırar

- Managed calls in a clinic call center, scheduling and reserving patient appointments, coordinating scheduling, and preparing medical documents for upcoming visits.

Sales Agent

2025

La Rosa

- Boosted conversions and team performance through persuasive communication, staff training, and effective resolution of complex client concerns.

Customer Service Representative

2024

Concentrix

- Handled high-volume, multi-channel customer interactions with empathy and efficiency, resolving issues and maintaining strong satisfaction rates.

Teaching Experience

2023

Innovatis Academy

- Delivered engaging English lessons tailored to diverse learners, creating culturally rich experiences through literature, music, and interactive activities.

Language

Arabic (Native)

English (Advanced)

French (Conversational)