europass



Hatem Nsiri

Nationality: Tunisian **Date of birth:** 22/05/1987 **Place of birth:** Tunisia

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ABOUT ME

Customer-focused professional with over 10 years of experience in customer service, graphic design, print production, and translation. Experienced in assisting customers, creating print-ready artwork, managing customer requests, and delivering high-quality solutions within tight deadlines. Strong communication, problem-solving, and organizational skills with expertise in Adobe Creative Suite and customer support environments. Fluent in Arabic and English with intermediate French proficiency and a strong commitment to delivering exceptional customer experiences.

WORK EXPERIENCE

Vistaprint – Tunis, Tunisia

Creative Design Live

[02/2018 – 05/2020]

- Provided real-time graphic design support for customers ordering customized print products.
- Created, edited, and optimized print-ready artwork while ensuring compliance with production standards.
- Identified customer needs and delivered creative design solutions.
- Reviewed artwork for quality, accuracy, and print readiness before production.
- Maintained high customer satisfaction through effective communication and timely issue resolution.

Vistaprint – Tunis, Tunisia

Care Design Artist

[04/2017 – 01/2018]

- Designed and optimized customer artwork for a wide range of customized print products.
- Ensured all artwork met quality assurance and production specifications.
- Assisted customers with design revisions and artwork-related requests.
- Collaborated with production teams to ensure accurate and timely order fulfillment.

Vistaprint – Tunis, Tunisia

Customer Service Representative

[11/2015 – 06/2017]

- Delivered professional customer support for customized printing and marketing products.
- Assisted customers with product selection, order processing, and issue resolution.
- Built strong customer relationships through prompt, accurate, and friendly service.
- Coordinated with internal departments to ensure order accuracy and customer satisfaction.

AT Services

Arabic–English Translator

[02/2012 – 09/2015]

- Translated business and general documents between Arabic and English.
- Proofread and reviewed translated materials to ensure linguistic accuracy and consistency.
- Preserved meaning, tone, terminology, and context in all translations.

EDUCATION AND TRAINING

Bachelor's Degree in English

University of Manouba – Faculty of Arts, Letters and Humanities

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING C1 **READING** C1 **WRITING** C1

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

French

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

SKILLS

Customer Service / Customer Relationship Management / Customer Support / Graphic Design / Print Production / Adobe Illustrator / Adobe Photoshop / Arabic ↔ English Translation / Proofreading & Quality Assurance / Order Management / Complaint Resolution / Communication Skills / Problem Solving / Time Management / Team Collaboration / CRM Systems / Microsoft Office Suite

HOBBIES AND INTERESTS

Sports, Travel