

# Maryem kadri

## Accounting Graduate/ Reservation agent

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### PROFILE

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Experienced accountant specialized in financial management, financial statement analysis, tax return preparation, and budget monitoring. Also worked as a travel agent with over 2 years of experience in planning personalized trips for both individual and corporate clients. Skilled in booking flights, hotels, and organizing tours

### PROFESSIONAL EXPERIENCE

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| <b>Ticket Agent, <i>Promia voyage</i></b>   | 06/2024 – 06/2025<br>Tunisia, sousse |
| <ul style="list-style-type: none"><li>• Arranged and confirmed domestic and international travel bookings including flights, hotels, car rentals, and tours.</li><li>• Communicated with clients via email, phone, and in-person to provide booking information and support.</li><li>• Provided clients with accurate travel information, including schedules, prices, baggage rules, and visa requirements.</li><li>• Assisted passengers with booking changes, upgrades, and special requests (e.g. seat selection, meal preferences).</li><li>• Prepared and organized complete visa documentation, including application forms, supporting documents, and appointment scheduling.</li><li>• Assisted clients with visa requests by providing guidance on requirements, collecting necessary documents, and submitting applications.</li><li>• Coordinated with embassies and consulates to track and follow up on visa application status</li></ul> |                                      |
| <b>Sales Executive &amp; Cashier, <i>Elu</i></b>  | 09/2023 – 03/2024<br>Tunisia, sousse |
| <ul style="list-style-type: none"><li>• Operated cash register, processed payments,</li><li>• Delivered excellent customer service and handled inquiries.</li><li>• Monitored inventory levels and reported stock shortages.</li><li>• Coordinated with suppliers for stock replenishment and deliveries.</li></ul>   |                                      |
| <b>Reservation Agent, <i>Travel and travel</i></b>  | 07/2022 – 07/2023<br>Tunisia, sousse |
| <ul style="list-style-type: none"><li>• Assisted clients with booking and travel arrangements.</li><li>• Provided customer support via phone, email, and in person.</li></ul>   |                                      |
| <b>Accounting Intern / Trainee, <i>Accounting Office jamel bourkhis</i></b>   | 08/2021 – 10/2021<br>Tunisia, sousse |
| <ul style="list-style-type: none"><li>• Archived and recorded financial data.</li><li>• Prepared accounting summaries and tax declarations.</li><li>• Managed payroll and supporting documents</li></ul>  |                                      |
| <b>Sales Assistant, <i>HM</i></b>   | 06/2021 – 08/2021<br>Tunisia, sousse |
| <ul style="list-style-type: none"><li>• Assisted customers in selecting and purchasing clothing items.</li><li>• Provided excellent customer service and product knowledge.</li><li>• Maintained store displays and organized merchandise.</li></ul>  |                                      |

## EDUCATION

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**Professional Technician Certificate - Accounting & Finance,**  
*Chamber of Commerce and Industry of the Centre*

09/2020 – 05/2022  
Tunisia, sousse

**Baccalaureate - Economics & Management, Lycée Salem**

09/2019 – 06/2020  
Tunisia, Sousse

## SKILLS

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- Customer Service & Communication
- Visa Documentation Processing
- Excellent communication and persuasive sales techniques
- Excel
- Reservation & Booking Systems
- Strong customer relationship management and retention
- Word
- booking platform

## LANGUAGES

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- Arabic
- French
- English