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Professional experience

OCTOBER 2019 > APPLE CORK > **FRENCH CUSTOMER ADVISOR**

JANUARY 2019 – JULY 2019 > VEEPEE > **CUSTOMER RELATIONS OFFICER**

- > E-mails and calls
- > Management of member complaints
- > File tracking, file classification
- > Litigation management
- > Feedback to the departments concerned

DECEMBER 2018 > ALLIANZ PARTNERS > **ASSISTANCE OFFICER**

JULY 2017 – SEPTEMBER 2017 > UNIVERSITY PARIS 8 > **SECRETARY TO THE DIRECTOR OF SCHOOLING**

- > Administrative secretary
- > Calls, mails, administrative registrations, records management
- > Enrolment of 22045 students, school counseling

SEPTEMBER 2016 – OCTOBER 2016 > UNIVERSITY PARIS 8 > **MULTI-PURPOSE INTAKE OFFICER**

- > Enrolment of 22045 students, calls, relaunch of school fees payments
- > Administrative registrations, school counseling
- > Payment of tuition fees, student records management

NOVEMBER 2015 – JANUARY 2016 > UNIVERSITY PARIS 8 > **VOLUNTEER**

- > Note-taking for people with disabilities
- > Homework assistance, analyses and reports of the seminars



Academic Training

2016 – 2018 > **MASTER SCIENCES OF EDUCATION** > **UNIVERSITY PARIS 8**

2013 – 2016 > **DEGREE IN SOCIOLOGY** > **UNIVERSITY PARIS 8**



Personal Skills

VERSATILITY, RIGOR, WRITING SKILLS

ENGLISH > B1

SPANISH > Intermediate Level

ARABIC > Fluent Algerian Dialect

COMPUTER SKILLS > Word, Excel, Internet, PowerPoint



Hobbies

ASSOCIATION > Disability unit of the university Paris 8

MUSIC, CINEMA, FOOTBALL

CULTURE > Museums, Arab-Andalusian architecture, foreign languages and cultures

TRAVELLING > Spain, England, Belgium, Algeria, Morocco, France