Samah Ben Ghars

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ABOUT ME

Tech enthusiast specializing in Business Intelligence, currently pursuing an engineering degree through night studies. Passionate about learning and eager to grow through new challenges and experiences.

WORK EXPERIENCE

Costumer Service   **Sept. 2023 – Feb. 2025**
Aramex   *on-site*

- Installed and configured the Aramex CTS software, provided client training, and ensured seamless troubleshooting of user issues.
- Acted as a key liaison between partners and various company departments to facilitate smooth operations.
- Created reports using Excel and VBA.
- Conducted client prospecting in Arabic, French, and English, expanding the company's customer base.
- Managed multi-channel client communication via email, chat, and phone, ensuring high-quality customer service and satisfaction.

Internship in Business Intelligence   **Feb. 2023 – May. 2023**
BIAT   *on-site*

- Implemented an automated business intelligence solution for monitoring the MyBIAT banking application.
- Technologies: Apache Airflow, Python, Postgres, Docker, Power BI, Azure Cloud.
- Azure (Ubuntu Virtual Machine): Cloud environment where Apache Airflow, Docker, and Postgres were installed, enabling scalable resource management and optimized performance for data processing.
- Windows 10 (Local): Local development environment where Power BI is used for data visualization, enabling in-depth analysis and understanding of information stored in the data warehouse. Additionally, DBeaver is utilized for efficient database management and manipulation.
- SSH: Secure protocol used to access the virtual machine, allowing remote management and configuration.

PROJECTS

Tunisian Cooking Learning Application

- **Technologies used:** Java & JavaFX for the desktop application, Symfony & Angular for the web application, and MySQL as the shared database.
- **Description:** This project, completed as part of the final year project at ESPRIT, allows users to learn how to cook Tunisian recipes through both a desktop application and a web platform.

EDUCATION

Private Higher School of Engineering and Technology (ESPRIT)   **2023-2027**
Engineering Degree (Software Engineering)   *Tunis, Tunisia*

Faculty of Economic Sciences and Management of Tunis El-Manar   **2020-2023**
Bachelor's Degree (Business Intelligence)   *Tunis, Tunisia*

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CCNA (on Progress), Docker (on Progress), Python (on Progress)
- **Skills** *Communication, Networks, Systems, Troubleshooting, Angular, Express, Symfony, REST API, GraphQL API, ETL, Apache Airflow, Docker, Pack tracer*
- **Programming Languages :** *Java, Python, JavaScript, PHP*
- **Data Base:** *PostgreSQL, MySQL, MongoDB*
- **Version Control and Hosting:** *Git and GitHub*
- **Interests** *Technology, Sports, Outdoor Activities, Cycling*

LANGUAGES

French: Professional   **English**: Intermediate   **Arabic**: Fluent