

Nadia SAHLI

CONTACT

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WORK EXPERIENCE

Hewlett Packard / Hewlett Packard Enterprise Tunisia

May 2018 — November 2020

Remote Account Support Manager

- Deliver strategic account support by proactively maintaining high-level technical, op-erational expertise and understanding of industry trends.
- Review support plan for business indicators and map to HPE service solutions.
- Develop and grow assigned customer account relationships.
- Act as trusted advisor in the consultant role for customer and HPE sales teams.
- Deliver support solutions.
- Provide suggestions for operational efficiencies.
- Lead Customer Expectation management as part of escalation process.
- Perform other duties as assigned.

Hewlett Packard / Hewlett Packard Enterprise Tunisia

November 2011 — March 2018

Front line Employee Quality Analyst, HPE Customer support service

- Evaluate Soft skills Level of the team : Call shadowing regular
- Debrief and coach the team members
- Call Monitoring and providing feedback
- Share the monthly result with Managers and Soft skills Manager : Monthly meeting
- Responsible for developing, establishing & maintaining Quality processes basing on soft skills
- Implementation of Quality improvement strategies, measurement, and training.
- Participate in Quality analyze
- Responsible of the continuity and of the smooth running of the service
- Lead Communication training
- Can be brought "to back up" the Soft skills Responsible during the recruitments (inter-nal / external)
- Works on problems/projects of diverse complexity and scope.
- Exercises independent judgment within generally defined policies and practices to identify

Hewlett Packard / Hewlett Packard Enterprise Tunisia

October 2009 — October 2011

HP Customer Support Engineer Nearline Storage Division

- Advanced skills in tape drive troubleshooting
- Advanced skills in MSL SCSI and FC HP troubleshooting
- Customer satisfaction and quality monitoring responsible

Hewlett Packard / Hewlett Packard

March 2008 — October 2010

Enterprise Tunisia

Tape Store HP ProLiant servers' support Analyst (SellByTel)

- Analysis and troubleshooting of HP ProLiant servers and tape drive.
- Quality Coordinator: Quality and customer satisfaction monitoring.

Hewlett Packard / Hewlett Packard Enterprise Tunisia — July 2006 — March 2008

HP Customer Support Engineer Server Division

- Advanced skills in HP ProLiant troubleshooting

Open Net Tunisia — October 2005 — June 2006

Sales Assistant

- Presentation of training materials of Red Hat Linux Technician and Engi-neer to B2B and B2C.
- Offer proposal preparations to the Sales manager.
- Training planning manager

QUALIFICATIONS

Certifications:

- June 2014 : Certified in IT Service Management from ITIL Foundation.
- June 2012 : Certified as Signed Services from WILSON LEARNING WORLWID.
- October 2005: CCNA Certification

Technical Skills:

- Advanced knowledge's in computing : Office and Electronics software.
- Perfect use of Visual Basic, Step7 and microprocessors programming.
- Assembly, Installation and configuration of PCs, server ProLiant and Hp MSL, HP servers supporting, & network administration.
- Setting of LAN & WAN network solution.
- Advanced skills in HP servers troubleshooting, tape drive, MSL SCSI and Fiber Channel.

Linguistic Skills:

- Arabic : Mother Tongue.
- French: Fluent.
- English : Advanced.

EDUCATION & TRAINING

CCM2 — May 2109

(Customer Centric Mindset2 Essentials)

CCM1 — May 2108

(Customer Centric Mindset1 Essentials)

PMFP — September 2102

(Project Management Foundation)

HP storage handling training — October 2008

HP

HP servers handling training — July 2006

HP

Red Hat Linux, Open Net Software Introduction Red Hat Linux Administration, Open Net Software — September 2005

Red Hat

REFERENCES

References available upon request.