

# YASMINE ZEDMIA



652318707

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Pinares de San anton, Málaga,  
Spain

## SKILLS

- Problem-solving person
- Excellent spoken and written communication
- Active listener
- Strong organizational capacities
- Constructive feedback

## LANGUAGES

English	C1 Fluent
Spanish	C1 Fluent
French	C2 Native

## HOBBY

Dance  
Hiking & outdoors activities  
Psychology  
Self improvement

# TELESALES AGENT WITH FRENCH

Trilingual in spanish, english and french.  
My experience in differents areas with interntational customers, make me anticipate and bring high quality to help in the best ways.

## PROFESSIONAL EXPERIENCE

### Personal Assistant and Educatuional Tutor | French- American Family

September 2019 -February 2025- Málaga, Spain

- Homework tutoring adapted to children's needs
- Organisation of the family's home

### Customer Representant Service | Webhelp & Concentrix

October 2021 - February 2024- Málaga, Spain

- Managing online customer service, in english and in french, by chats and email. For the start-up AIR UP

### Foreign Language Activity Leader | International Montessori Center

October 2020 - May 2021 - Málaga, Spain

- Teaching Arts and craft classes in English to Spanish children

### Receptionist in appart hôtel | Residhome Val d'Europe

October 2016 -July 2017- Paris, France

- Cherck-in & Check-out , Facturations and Conciergerie

### Au pair | Hispanic-Irish Family

June 2016 - October 2016 - Málaga, Spain

- Education tutoring and outdoor crafts

## TRAINING

### 2022 Montessori Assistant Certificate 3-6 years old

*Montessori Valence Institut, Spain*

### 2021 French Second Language Certificate 3-6 years old

*Airam Montessori - Online*

### 2018 State registered - Toursit accomodation Supervisor

*JMSA FORMATION CONSEIL, Creil, France*

### 2011 High School Diploma *Lycée ORT- Lyon 8eme*