

Yasmine Bejaoui

Graphic Designer & Customer-Facing Creative Advisor

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PROFILE

Creative professional with a design degree, hands-on Adobe Creative Suite experience, and a strong 3D/visual portfolio, combined with recent multinational customer-service experience handling live, ticketed customer interactions in English. Comfortable presenting work, explaining decisions clearly, and adapting quickly to feedback in real time. Fluent in English, French, and Arabic, with a fast learning curve and a track record of picking up new tools and workflows quickly.

EXPERIENCE

Marketplace Back Office Agent — Transcom

2025 – Present

- Handled customer cases across chat, email, and calls for an international marketplace client, resolving inquiries in English within service-level targets.
- Managed order and dispute resolution end-to-end, investigating cases and logging, tracking, and updating tickets in ServiceNow.
- Communicated clearly and professionally with customers under time pressure, staying composed and solution-focused during high-volume periods.
- Coordinated with cross-functional teams to escalate and close out complex cases, contributing to reporting and quality-review checkpoints.

Set Designer (Scenography Intern) — Eight Production – Elhiwar Ettounsi

Feb 2025 – May 2025

- Worked closely with the artistic director to understand, interpret, and execute the creative vision for each set.
- Designed, built, and arranged stage sets and props with close attention to detail ahead of each broadcast.
- Applied a range of artistic techniques (painting, sculpting, dyeing) to create immersive, camera-ready scenic environments.

EDUCATION

Bachelor's Degree in Spatial Design, specialization in Scenography (Mention Bien)

Sept 2022 – June 2025

Institut Supérieur des Beaux-Arts de Tunis, Tunisia

Baccalauréat, Economics & Management

Sept 2018 – Aug 2022

Lycée Menzah 9, Tunis, Tunisia

SKILLS

Design Software: Adobe Photoshop, Illustrator, Lightroom, InDesign (working knowledge)

3D & Visualization: 3ds Max, SketchUp, AutoCAD, Blender, V-Ray, Corona Renderer, Lumion, Enscape

Customer Service Tools: ServiceNow (ticketing & case management), multi-channel support (chat, email, phone)

Other Tools: Canva, Microsoft Office Suite, Trello, Slack, Gemini, Meshy AI

Artistic Techniques: Decorative painting, sculpture, texturing, model-making

LANGUAGES

English: Fluent (daily working language in customer service role)

French: Fluent

Arabic: Native