

AMEL BEL HAJ DAOUED

VIRTUAL ASSISTANT

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SUMMARY

Detail-oriented and hardworking Computer Operator with 3+ years of experience in office operations, data handling, documentation, and customer support. Proficient in MS Office, record management, and administrative support. Able to work under pressure and contribute effectively in manufacturing, warehouse, and corporate environments.

PROFESSIONAL EXPERIENCE : FREELANCER

Data Entry Assistant – WordPress CMS

January 2026 - Present

- Entered and organized hundreds of records and content pages into the WordPress CMS for a travel agency application, including reservation details and hotel information.

Database Practice – SQL & MongoDB

August 2025 – November 2025

- Arranged and validated hundreds of data users in a social media application using SQL and MongoDB, ensuring data accuracy, consistency, and proper database organization.

Web Development Knowledge

December 2023 - January 2026

- Prepared and executed web applications using HTML, CSS, PHP, MySQL, React.js, Node.js, and MongoDB, and systemized CMS solutions with WordPress.

SKILLS

- Maintained a consistent typing speed of 70–85 WPM with 98–99% accuracy, including during long shifts of up to 8 hours.
- Processed more than 200 invoices per day with 99.9% accuracy.
- Reduced data entry errors by 20% by implementing a double-check system.
- Managed and updated customer databases of 5000 + records in Excel, including data cleaning and validation.
- Strong communication skills in French, Arabic, and English (written and verbal).

TECHNICAL TOOLS & SOFTWARE

- | | | |
|-----------------------------------|--------------------------------|-------------------|
| • Microsoft Excel / Word / Access | • MySQL / Microsoft SQL Server | • Trello |
| • Google sheets / Google docs | • MongoDB / Firebase | • Microsoft Teams |
| • HTML / CSS / PHP | • CMS (Wordpress) | • Zoom |

EDUCATION

National Diploma in Informatique Technology

September 2020 - June 2023

Higher Institute of Technological Studies of kairouan

Relevant Coursework :

- Database Management
- Data Structures and Algorithms
- Business Intelligence Systems

Bachelor of Computer Science

June 2020

LANGUAGES

- Arabic** (Native)
- English** (Advanced)
- frensh** (Advanced)