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| **PERSONAL INFORMATION** | Fatma CHERIF  |
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|   | (Tunisia)  |
| (+216) 20283580  |
| chrif.fatma@gmail.com  |
| <https://www.linkedin.com/in/fatma-cherif-tn/>  **SUMMARY** |

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|  | A servant leader, certified **Professional Scrum Master and certified Professional Scrum Product** owner with **eleven years of experience** in the technology field. Worked in several positions within multinational companies. Strong negotiation, organizational, and verbal communication skills. Excellent team player with strong leadership and mentoring skills.  |

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|  |   **WORK EXPERIENCE**   |

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| March 2019 - Present  Sep 2017–Jan 2019 | Line solution manager & Agile coachSofiatechnologies, Tunis (Tunisia)* Coordinate information and activities between Mobile, Web, embedded, backend, hardware teams,
* Track projects progress,
* Analyze and manage risks,
* Set project roadmap according to available resources and deadlines,
* Identify, record, and manage changes in projects scopes,
* Estimate and track projects cost,
* Manage end-clients and ensure their satisfaction
* Gather functional requirements from stakeholders,
* Motivate collaborators,
* Train engineers and organization in agile framework (Scrum, Kanban)
* Guide collaborators on how to use Agile and Scrum practices and values ​to delight customers and to get the most out of self-organization,
* Detect and resolve conflicts between collaborators,
* Coach scrum masters/product owners in efficient process techniques and best practices.

Project coordinator & scrum master |
| itemis Tunisie, Tunis (Tunisia)  |
| * Coordinate executional tasks of several projects that span over Mobile, Web, embedded, backend, hardware, and mechanical design teams,
* Track IoT projects progress and detect delivery risks,
* Plan IoT projects work according to available resources and deadlines,
* Improve usability of web applications and IoT products,
* Reduce loss of information by writing relevant technical documentation,
* Identify, record, and manage changes in projects scopes,
* Facilitate scrum events,
* Guide collaborators on how to use Agile and Scrum practices and values ​to delight customers and to get the most out of self-organization,
* Detect and resolve conflicts between collaborators.
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| Feb 2016–Aug 2017 | Software Engineer Specialist |
| FIS global, Tunis (Tunisia)  |
| * Implement financial services in the MarketMap financial solution developed with C++,
* Conduct meetings with business analysts to understand specifications,
* Investigate the causes of non-conforming results and developed solutions,
* Develop and automated test cases to improve test procedures,
* Wrote detailed and well-structured test and configuration procedures,
* Work with Agile/Scrum development process
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| Apr 2015–Jan 2016 | Application and Support Engineer |
| STMicroelectronics, Tunis (Tunisia)  |
| * Support FAEs (Field Application Engineer) and STM32 micro-controllers forums’ users within 72 hours deadline,
* Reproduce accurately hardware and software bugs then provided solutions for STM32 customers,
* Interact with development team to analyze software bugs,
* Increase the online support in STM32 microcontroller forums by 50% after a long-time of poor support
* Increase the number of issues reported in forums as it became a trustful channel of support for customers
* Increase by 50% the number of issues reported for enhancement coming from forums.
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| Jun 2011–Apr 2015 | Software Engineer |
| STMicroelectronics, Tunis (Tunisia)  |
| * Model with C++/SystemC library of registers at Transaction Level Model that accelerate test process on System On Chip platforms.
* Develop Test modules to browse thoroughly implemented code and detect failures,
* Write detailed specification documentation,
* Support newcomer engineers and improved their autonomy.
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| Oct 2009–May 2011 | CAD Engineer |
| STMicroelectronics, Tunis (Tunisia)  |
| * Develop with Skill++ the layouts of Parameterized Cells (manufacturing masks), which are electric configurable components.
* Promote within six months to other tasks on new 32nm/14nm technology due to strong ability of multi-task.
* In research phase of  new 32nm/14nm technology, check electric parameters of components.
* Write new detailed documentation describing check process.
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|  |   **EDUCATION** |

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| Sep 2006–Jun 2009 | Electronics Engineering |  |
| National School of engineers, Sfax, Sfax (Tunisia)  |

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|  |  **PERSONAL SKILLS** |

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| Foreign language(s) | UNDERSTANDING | SPEAKING | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| French | C1 | C1 | C1 | C1 | C1 |
| English | C1 | C1 | B2 | B2 | C1 |
| Arabic | C2 | C2 | C1 | C1 | C1 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user |

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| Communication skills | Strong communication skills gained through experience and several trainings:* Active Listening: May 2017, Smart Future Center
* Certification of technician in hypnotherapy and Pedo-Hypnotherapy: June, 2014, Ecole de formation Professionnelle en Hypnotisme du Québec en Tunisie.
* Certification of practitioner in Neuro Linguistic Programming (NLP): March, 2011,  AL-HAKIM center.
* Negotiation, Lobbying, Techniques of non-violent communication: March 2015, Search For Common Ground Organization
* Emotional intelligence
* The Pathway to Excellence, Ten keys of success: 2008, Canadian Training Center of Human Development
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| Organisational / managerial skills | Good organisational skills - currently coordinating work between several teams, gained through experience and trainings:* Certification Professional Scrum Product Owner: December, 2019 [(Link)](https://www.scrum.org/certificates/488572)
* Certification Professional Scrum Master: December, 2018 [(Link)](https://www.scrum.org/certificates/370454)
* Stress management: December, 2010, Ariane Management and RH
* Management of time and priorities: October, 2010, AL-HAKIM center
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| Job-related skills | * Agile projects management
* Usability and Design Thinking trainings
* 3D printing of mechanical prototypes
* System Versioning: Git, Source Safe, Synchronicity, SVN
* Tools: Cadence, Virtualizer, STM32CubeMx, Keil, IAR Embedded Workbench, SW4STM32, VMware, Visual Studio, Jira
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