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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 coach  Sofiatechnologies, 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 |