

# Chiraz Guellela

Ottawa, Ontario

(343) 987-4726 / [chiraz.guellela@gmail.com](mailto:chiraz.guellela@gmail.com)

[www.linkedin.com/in/chiraz-guellela](https://www.linkedin.com/in/chiraz-guellela)

## PROFESSIONAL PROFILE

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- Over ten (10) years of experience in administration
- Strong skills in project coordination and management
- Successful completion of research projects by meeting set objectives
- Effective information analysis with logical and synthetic structuring
- Workflow optimization, prioritization, and achievement of satisfactory final results
- Team coordination and efficient resource management
- Proficient in: MS Office [Word, Excel, PowerPoint, Publisher] | MS Project | InDesign
- Trilingual: French | English | Arabic

## PROFESSIONAL EXPERIENCE

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### Collection Technician [Internship]

2023-2024

Watson's Mill and Dickinson House - Ottawa

- Worked on accessioning paper documents into the permanent collection of the WMMI
- Reconciled previous staff work by following WMMI's policy on undocumented objects
- Assigned temporary tracking numbers, conducted research, and completed detailed forms
- Participated in museum practices, including collection transfers

### Project Coordinator [Contract, Civil Society]

2022

Fédération Nationale des Communes Tunisiennes [FNCT] - Tunisia

- Coordinated frequent meetings with the purchasing department and construction experts
- Prepared specifications, specific studies, and consultations
- Conducted an in-depth study covering functional and budgetary aspects

### Financial and Administrative Manager [Contract, Civil Society]

2021-2022

Association Collectif Créatifs – Projet El Warcha Collaborative Design Studio - Tunisie

- Efficiently organized and planned logistics for [6] cultural events in public spaces
- Actively contributed to administrative management and human resources
- Ensured effective coordination with various stakeholders and partners such as funders
- Conducted a comprehensive update of financial and accounting work from 2020 to 2022

### Customer Service Advisor

2020

Teleperformance Greece

- Investigated complaints regarding goods, services, and establishment policies
- Organized refunds, exchanges, and credits for returned merchandise
- Took customer orders for goods or services
- Responded to inquiries and emergencies
- Explained the type and cost of services offered
- Provided information on claims or accounts
- Updated accounts, initiated billing, processed claim payments, and received payments

### Administrative Manager [Contract, Civil Society]

2020

Association Perspectives El Amel Ettounsi – Tunisia

- Conducted a comprehensive inventory of the archive covering the period from 1968 to 1977
- Actively participated in administrative management, effectively coordinated and monitored projects
- Contributed to financial management and human resources

### **Media Monitor [Contract, Civil Society]**

**2019**

OIM - ONU Migration-Election Observation Mission in Tunisia – European Union

- Managed a database used as the foundation for extensive policy analysis and social dynamics
- Led the collection of 1431 violations of sponsored electoral advertisements

### **Heritage Architect**

**2012 - 2019**

Institut National du Patrimoine [INP] - Tunisia

- Managed consecutively [4] regions for technical aspects, notably the protected zone Carthage [UNESCO World Heritage Site]
- Accurately assessed project budgets and schedules
- Conducted thorough feasibility studies and ensured rigorous project monitoring
- Ensured effective coordination among stakeholders during meetings
- Participated in all phases of international research projects
- Drafted reports and specifications

## **EDUCATION**

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- **Introduction aux Normes et lignes directrices pour la conservation des lieux patrimoniaux au Canada** - **2024**  
"Data Acquisition and HBIM Heritage Conservation" - "Point Cloud to BIM with Revit"  
Royal Architectural Institute of Canada [RAIC]
- **Le Programme d'Accès aux Métiers de la Construction** **2023**  
Collège la Cité - Ottawa
- **Diplôme National d'Architecte** **2010**  
École Nationale d'Architecture et d'Urbanisme de Tunis  
Evaluation WES: Master's Degree

## **CERTIFICATIONS AND DIPLOMAS**

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- **Program "The Canadian Workplace Communication Program for Architects"** **2023**  
JVS Toronto
- **RCR/CPR First Aid** **2023-2026**  
9 lives Educational Group - Ottawa
- **Certificate of Participation "Communication for Success in Office Administration"** **2023**  
World Skills Employment Center - Ottawa
- **Certificate of Participation "Programme Canada Créatif"** **2023**  
Factory - Ottawa
- **Completed the certification AODA** **2023**  
OSG - Ontario

## **STAGES ET FORMATIONS**

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- **Mentorship Program [Capital Heritage Connexion] – Ottawa** **2023-2024**  
Ruth Mills from Watson's Mill and Dickinson House as mentor

## **VOLONTARIAT**

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- **Le Conseil des Écoles Publiques de l'Est de l'Ontario [CEPEO]** **2023-2024**  
Auxiliary Volunteer
- **Capital Heritage Connexion** **2024**  
Participated in organizing the Heritage Day event
- **National Trust of Canada** **2024**  
Assisted with the membership renewal campaign and postal mailings
- **Centre de Ressources Communautaires de la Basse Ville - Ottawa** **2023**  
Provided assistance to community residents on a social level