

Ouassim Kattab

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PROFILE

As a dedicated professional with over two years of experience in customer service and one year in content moderation, I bring a unique blend of technical and interpersonal skills. My Bachelor's degree in Computer Engineering has equipped me with a strong foundation in technical knowledge, while my hands-on experience in customer service has honed my ability to communicate effectively and resolve issues efficiently.

I am adept at navigating complex challenges and providing excellent support to customers, ensuring their satisfaction and loyalty. My experience as a content moderator has further developed my attention to detail and ability to maintain quality standards in diverse environments.

I thrive in dynamic settings where I can leverage my skills in problem-solving, teamwork, and technical expertise. I am passionate about continuous learning and innovation, and I am committed to contributing to your team's success by delivering exceptional value and exceeding expectations.

KEY COMPETENCIES

Empathy and Emotional Intelligence	Technical Proficiency	Strong interpersonal skills
Data-driven strategic planning	Adaptability and Flexibility	Proactive and self-motivated
Problem-Solving	Excellent communication skills	Patience and Composure

PROFESSIONAL EXPERIENCE

Majorel casablanca
Content moderator

Oct 2023 - Nov 2022

- Reviewed and evaluated user-generated content to ensure compliance with community guidelines and standards.
- Identified and flagged inappropriate content, including hate speech, harassment, and misinformation.
- Collaborated with teams to refine moderation processes and improve content policies.
- Provided insights on trends to enhance platform safety and user experience.

Maroc Telecom
Internet Network Problem Solver

Sep 2022 - Mar 2021

Acted as the responsible point of contact for resolving internet network-related issues. Conducted troubleshooting and diagnostic procedures to identify and resolve connectivity problems. Worked closely with technical teams to coordinate and implement network improvements. Assisted customers in troubleshooting internet-related issues, providing step-by-step guidance and solutions.

Aéroport mohammed v Anapec
Airport Agent

July 2020 - Jan 2021

As an airport agent, my day begins early, greeting passengers with a smile and guiding them through check-in. I assist with baggage drop-off, handle ticketing issues, and ensure smooth security procedures. I coordinate with pilots and ground staff to maintain flight schedules and provide customer service to passengers, answering questions and resolving problems. Whether it's a delayed flight or helping someone with a lost bag, every day brings a new challenge. The pace is fast, but the satisfaction of helping people makes the job rewarding.

EDUCATION & CERTIFICATIONS

Bachelor
Majors: Computer engineering
Vistula University (2024)

Graduate IT development Certification
Institut central de formation , Casablanca (2022)

Degree in Physics and Chemistry
Maahad El salam High school ,Casablanca (2020)

LANGUAGE

English

French

Arabic

INTEREST

coding

Database

Cybersecurity