

Bilingual Customer Success & Support Expert

Aicha Othmani



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Profile

Bilingual (French/English) customer support expert with solid experience in payments, risk, fraud, and compliance, and a passionate junior web developer. Skilled at combining technical and interpersonal abilities to provide effective solutions and enhance the user experience

SKILLS

Office & Productivity Tools:

- Microsoft PowerPoint, Word, Excel, Outlook, Acrobat PDF, Canva, DTP tools, InDesign

CRM & Business Tools:

- Wagtail, GitHub, Html, Python
- HubSpot, Oracle, Zendesk, Five9, GD1, Notion, Grimp

Digital & Communication Tools:

- Social Media, Internet/Intranet

AI & Emerging Tech:

- ChatGPT 4/5

Languages:

- French (native)
- Arabic (native)
- English (fluent)

WORK HISTORY

- **Escalation Specialist | NortonLifeLock - Dublin** 2022
- Complex escalation management, customer retention, troubleshooting, and refunds.
 - Contributed to translation projects for e-learning platforms and chatbots.
- **Customer Support | Accenture | WhatsApp, Meta - Dublin** 2020- 21
- Diagnosed and resolved complex technical and service issues to ensure customer satisfaction
 - Collaborated with cross-functional teams to deliver high-quality and consistent customer support.
- **Risk Analyst | Accenture | Facebook, Meta - Dublin** 2019 - 20
- Delivered high-quality risk review services for the French and Arabic markets, identifying and mitigating fraud patterns and trends in the international marketplace.
 - Prepared detailed investigation reports with recommended actions to minimize risk and ensure compliance.
- **Customer Care | Yapstone - Drogheda** 2016 - 20
- Ensured KYC compliance by reviewing new accounts and monitoring transactions to detect and escalate suspicious activities. Delivered high-quality customer support by resolving complex payment issues, assisting fraud-affected clients (including credit card and real estate fraud), and providing guidance to internal teams.
- **Sales Agent | National Pen - Dundalk** 2015
- Managed a portfolio of 1,200 B2C and B2B clients, building strong relationships and negotiating sales. Drove upselling initiatives and customer retention while consistently achieving weekly revenue targets.
- LONDON - PARIS | 2000 - 2008**
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|---|-----------|
| • Bilingual Team Assistant Credit Suisse, Paris | 2008 |
| • Bilingual Team Assistant Rothschild & Co, Paris | 2008 |
| • InDesign Specialist Wellington Management, UK | 2006 - 07 |
| • DTP Assistant Nomura, UK | 2006 |
| • DTP Assistant Dresdner, UK | 2005 |
| • Bilingual Team Assistant Commerzbank, UK | 2004 |
| • Bilingual Team Assistant Deutsche Bank, UK | 2004 |
| • DTP Assistant BNP Paribas, UK | 2000 – 04 |

EDUCATION

- Web developer with Wagtail, Django, GitHub, Python | Simplon, Lyon
- Diploma in Digital Marketing | UCD Professional Academy, Dublin
- Digital Marketing | Social Media Marketing Certificate by HubSpot Academy Online
- Business English (7 months in France + 1 month in UK) CIPL, France
- A Level in Commercial Assistant | AFPA, France
- CAP Office Worker | CAP/BEP Shorthand Typist, B. Charvet, France

INTERESTS

Photography, Netflix, travel, abstract painting, reading. Passionate about naturopathy and holistic wellness practices.