

Aicha Othmani

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69600 Oullins - Pierre Benite | France

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**
- 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.