



# SMAIL MOUSSOUNI

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## PROFESSIONAL SUMMARY

Current student working toward my associate degree in computer science and looking for an opportunity to begin my career in the field. Identifying and quickly closing any knowledge gaps to offer value to my employer and team.

## SKILLS

- Vehicle maintenance
- Customer engagement
- Wheelchair assistance
- Microsoft Word
- Analytical thinking
- Database querying
- Hardware development
- Data management
- Data design
- System analysis
- Debugging
- Software system maintenance
- Design optimization

## EXPERIENCE

Customer Service Representative

June 2018 - January 2019

7-Eleven | Walnut Creek, CA

- Handled customer inquiries, billing questions, payments, and service requests.
- Followed up with customers to offer additional support and check resolution satisfaction.
- Documented, researched, and resolved customer service issues.
- Managed customer calls efficiently in fast-paced call center environment.
- Delivered fast and friendly service regarding questions and service complaints.
- Answered numerous inbound calls each day to handle various concerns, set appointments, and close sales.

Customer Service Representative

September 2018 - December 2019

Chevron Gas Station | Walnut Creek, CA

- Delivered fast and friendly service regarding questions and service complaints.

Kitchen Server

July 2018 - January 2020

The Kensington | Walnut Creek, CA

- Followed safety, sanitization, and food handling guidelines.

- Delivered food and beverages promptly to customers.

Assistant General Manager

July 2019 - December 2019

Chevron Gas Station | Walnut , Ca

- Managed relationships with business vendors, verifying performance and resolving concerns.
- Supported management by translating directives into actionable front-line policies.

Rideshare Driver

November 2018 - Current

Lyft LLC | San Francisco, CA

- Transported passengers throughout service area with focus on safety, courtesy, and timely transport.
- Assisted passengers to enter and exit vehicle, including holding umbrellas in wet weather.

Rideshare Driver

September 2019 - Current

Uber LLC | San Francisco, CA

- Maintained current vehicle license plates, inspection tags, and insurance cards and displayed as required.
- Assisted passengers with wheelchairs or other mobility aids, properly securing equipment prior to departure.

General Manager

January 2013 - December 2015

Poultry Feed | Tizi Ouzou, DZD, Algeria

- Deployed solid promotional and budget control strategies to achieve revenue and profit targets.
- Developed business plan to deliver top-notch service and memorable customer service experiences.
- Tracked trends and aligned strategies to Improve business operations.
- Coordinated vendors and monitored demand to manage and promote special events.

Medical Representative

January 2015 - March 2017

Promedal | Algiers, DZD, Algeria

- Built relationships across sales territory with clinical and non-clinical audiences.
- Engaged in strategic opportunity management and represented company at medical conferences and technical exhibitions to promote product and brand.
- Built leads within primary target accounts by identifying and communicating with key decision makers as determined by sales management.

General Manager

April 2017 - February 2018

Miani Farma | Tizi Ouzou, DZD, Algiers

- Coordinated vendors and monitored demand to manage and promote special events.
- Deployed solid promotional and budget control strategies to achieve revenue and profit targets.
- Protected assets, set access policies, and monitored security to structure operations and maximize strengths.

## EDUCATION

6th Graduation School: General Education Elementary School , Tizi Ouzou, DZD	June 2000
Average School Certificate : General Education Secondary School , Tizi Ouzou, DZD	June 2004
Baccalaureate in Science: Experimental science High School , Tizi Ouzou, DZD	June 2008
Higher Education Diploma: Biology University of Science Mouloud Mammeri, Tizi Ouzou, DZD	June 2015
Language Certificate: French University of Science Mouloud Mammeri, Tizi Ouzou, DZD	June 2015
Associate Degree In Computer Science : Computer Scinece Diablo Valley College , Pleasant Hill, CA	December 2022
Medical Represenatative Diploma: Medecines Insim , Tizi Ouzou, DZD	March 2015