

BAKRAOUI ISMAIL

Tangier, Morocco • +212 6 49 5114 92 • Ismail.bakraoui0@gmail.com

SUMMARY

Motivated by system efficiency and problem-solving, I apply analytical thinking to develop scalable, reliable solutions. With experience in software development and data handling, I adapt easily across projects. I value clarity, consistency, and growth, contributing effectively in teams and delivering results aligned with organizational goals.

WORK EXPERIENCE

AI solutions intern - ACCOR

Jul 2025 - Present

- Developed an AI-powered mobile assistant for a luxury Accor-managed hotel, featuring a multilingual chatbot integrated with department-specific knowledge. Collaborated with hotel teams to structure content, guest experience, and operational efficiency.

Private Tutor

Oct 2021 - Present

- Tutoring and mentoring clients in their studies, following both American and Moroccan Curriculum, service provided remotely and in person.

Software Engineer Intern, Polydesign Systems - Exco Solutions

Aug 2024 - Sep 2024

- Maintaining and repairing components, troubleshooting equipment malfunctions, and providing timely solutions to production challenges.

Back-End Developer Intern, NTT Data

Jul 2022 - Sep 2022

- Working within a team of developers in a scrum based project environment as a back-end developer on a Human Resources management application.

Database Administrator Intern, Everis

Jul 2021 - Aug 2021

- Creating a project that facilitates the management of the staff list using Power Automate and Sharepoint.
-

EDUCATION

The Moroccan school of engineering sciences, Tangier

Oct 2021 - Present

Software engineering diploma

Abdelmalek Essaâdi university of letters and humanities, Tetouan

Oct 2022 - Present

Bachelor in English Literature

PROJECTS & ARTICLES

- Automated Workflow Optimization in SharePoint** :The project optimized document approvals by automating workflows in SharePoint and Power Automate, later converting them to Python scripts for enhanced scalability, speed, and accuracy.
- AI-Powered Assistant for Luxury Hotel Operations** : Developed an AI assistant for a luxury Accor hotel, featuring a mobile-friendly web app integrated with an LLM-powered multilingual chatbot to enhance guest experience and streamline internal operations.
- Recruitment 4.0 – AI and Social Media Integration in Digital Talent Acquisition** : Developed a framework for Recruitment 4.0, integrating AI and social media analytics to enhance sourcing, screening, and selection in modern recruitment processes.
- Neuronal Collaborative Filtering (NCF) for Personalized Learning** : Implemented a deep learning-based Neuronal Collaborative Filtering (NCF) model to enhance educational recommendation systems for personalized and sustainable digital learning.

ADDITIONAL

Technical Skills: Programming (C, C++, Java, Python/Django, React/React.js), Web Development (HTML, CSS, JavaScript), SQL, NOSQL, Git/GitHub, Figma, Unix Administration, Power Platforms (Power Automate, Power BI, SharePoint).

Languages: Arabic, French (Delf B2), English (First Certificate in english - C1), Spanish (Basic level).

Volunteering: Founding President of the Lions club Tanger EMSI, led a community club, executing 20+ initiatives, managing 60+ members, and growing a social media following to 1,500+ in a year, impacting 1,200+ people.