

Laila Moudrik

Engineer in Digital Transformation and Information Systems



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Tabriquet – Salé | 22 years old

Passionate about web development, automation, project management, information systems optimization, and new technologies.

EDUCATION

2020 – 2025

Engineering student in Digital Transformation and Information Systems
Université Privée de Fès – Rabat campus (UPF)

2019 – 2020

Baccalauréat in Physical Sciences
Groupe Scolaire Lamzibri, Salé

PROFESSIONAL EXPERIENCE

Digital Customer Support & Multichannel Communication

Concentrix – Rabat | June – September 2024

- Provided multichannel customer support (email, social media) in an international environment – handled claims, ensured proactive issue resolution.

INTERNSHIP EXPERIENCE

End-of-Studies Internship – Knowledge Management Platform Development

Digital Development Agency (ADD) – Rabat | Feb. – Jul. 2025

- Designed and implemented an internal web application to centralize, organize, and share knowledge between departments.
- Automated internal processes to improve operational efficiency.

Internship in Process Digitalization – HR Web Application

Parliament – House of Representatives – Rabat | Sep. – Oct. 2023

- Developed an HR web application for tracking and validating intern files, including user guide creation and user support.

Introductory Internship

Moroccan Pension Fund – Rabat | Jul. – Aug. 2022

SKILLS

Project Management Tools: Trello, Google Workspace, WordPress

Programming Languages and Web Development: Python, PHP, Java, C, HTML, CSS, JavaScript, Angular

Database Management: SQL, MySQL, PostgreSQL, Oracle (PL/SQL)

Testing & Automation: Selenium, JMeter, Postman, UiPath

Graphic Tools: Canva, Photoshop

Soft Skills: Creativity, initiative, teamwork, public speaking, active listening, interpersonal skills

LANGUAGES

Arabic: Native

English: Bilingual

French: Bilingual

Spanish: A1