

# NESRINE LOUNISSI

## FULLSTACK DEVELOPPER

### CONTACT



0553514045



lounissi0nesrine@gmail.com



Algiers, Algeria

### SKILLS

HTML, CSS, JavaScript  
MS Office  
E-mail routing  
Time management  
Team player  
Problem-solving skills  
Adaptability  
Customer data analysis  
Development of customer experience strategies  
Complaints management and problem solving  
Communication  
Analytical Skills

### LANGUAGES

English

French

Arabic

### PROFILE

With a Master's degree in Audit and Accounting, I'm currently training to become a Fullstack JavaScript developer. My academic background has given me solid theoretical skills in financial management, analysis and management control, while my training in web development has equipped me with technical skills in programming and website development. Passionate about IT and web development, I'm looking to put my versatile skills to good use in a dynamic technological environment.

### WORK EXPERIENCE

#### CXP associate

Jumia Algeria

May 2024 - July 2024

- Customer feedback analysis
- Complaint management
- Development of customer experience strategies
- interdepartmental collaboration and communication
- Sales and Payment Facilities
- Purchasing Management
- Billing
- Banking Coordination
- Customer Communication

#### Customer advisor

Concentrix Algeria

August 2023 - May 2024

- Effective oral communication
- Language skills
- Empathy/understanding customer needs
- Time management
- Problem solving
- Adherence to policies and procedures to ensure consistency and compliance

#### Internship on internal auditing of operating credits

Banque du Développement local

January 2023 - June 2023

- Study the different names for operating loans, i.e. bill loans.
- Study the various stages in the process of granting operating loans.
- Analysis of loan files, checking compliance with internal policies and procedures, and assessing the quality of collateral and guarantees.
- Study of risk mapping: Implementation of risk mapping and its importance in internal audit and control.
- Financial analysis, risk management and understanding banking processes.

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## WORK EXPERIENCE

### Internship on the risk mapping and its importance in internal audit and control.

Banque National d'Algérie

March 2021 - June 2021

- Study and analysis of:
- Registration and subscription of treasury bills on the primary and secondary markets.
- Recording of extra-budgetary bond deposits.
- Secondary market transactions.
- RTGS payment orders.
- Treasury bill auctions.

## EDUCATION

### Fullstack Developer

Code 213

June 2024 - In progress

### Software Testing Tutorial Certificate

Great learning

2024

### Master's degree in Accounting and Auditing

University of Algiers 3

2023

### Bachelor's degree in Accounting and Auditing

University of Algiers 3

2021

### Baccalaureate

independent candidate

2019

### Baccalaureate

Ali chkiri high school (CHERAGA)

2018