

El Haouat Amine

SOFTWARE ENGINEER · IT CONSULTANT

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“Every skill mastered begins with the willingness to learn.”

Summary

Computer Science graduate with hands-on experience in web development, testing, and IT support. Strong foundation in JavaScript, Python, and SQL, with exposure to real-world projects including chatbot development and system testing. Actively seeking an entry-level or junior role in software development or IT engineering.

Work Experience

Alten

Fez, Morocco

CONSULTANT FAI

Mar. 2025 - Oct. 2025

- Handled individual consumer complaints related to FTTH (fiber-to-the-home) access services
- Monitored and followed up on incidents, including escalations, consolidation, and trend analysis
- Coordinated a team of field technicians and implemented operational procedures

Tools & Skills: Salesforce CRM, QGIS, ServiceNow, NGE, AMS.

Fez, Morocco

RETENTION AGENT

Nov. 2022 - Aug. 2023

- Managed customer retention and service requests for mobile, television, Internet, and residential telephony services (Bell Aliant)
- Used strong communication and negotiation skills to retain customers requesting subscription cancellation

Tools & Skills: CRM systems, Fluent in French and English, Strong customer-oriented and managerial mindset

Fez, Morocco

CUSTOMER SERVICE REPRESENTATIVE (INBOUND CALLS)

Sep. 2021 - Aug. 2022

- Ensured customer retention through high-quality service and effective issue resolution
- Handled inbound calls and logged incidents of various types in CRM systems
- Applied basic tourism and travel knowledge to support hotel reservation inquiries
- Tools & Skills: CRM systems, Fluent in French and English, Strong customer-focused and managerial mindset

Certification & Awards

ON SITE

2026 **Full Stack Angular/Java**, JobInTech
2025 **JAVA Module & Spring Module**, ArkX academy

Fez
Fez

- Participated in JobIn-Tech, a national program training Moroccan youth in digital skills **HTML, CSS, JavaScript**, ArkX academy through intensive boot-camps, bridging learning and IT industry opportunities.
- Trained in full-stack development at ArkX, gaining hands-on experience with Java, Spring Boot, and Angular for dynamic web applications.

Education

FST(Faculty of Sciences and Technologies)

DEUG

Fez, Morocco

Sep. 2019 - Jun. 2020

- Ended shortly after the start of the Covid-19 Pandemic to pursue CS in China