

Soufiane Masaif

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Enthusiastic, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of **IT tasks**. Motivated to learn, grow and excel.



Skills

Technical support and assistance	Excellent
Basic IT support	Excellent
Desktop support	Excellent
Mac systems	Excellent
Windows 10	Excellent
Customer service expert	Excellent
Continuing education in automation with Python	Good
Network development and administration	Very Good
Programming	Good



Work History

Aug 2019 - Current	Gaming Support Agent 5CA, WFH <ul style="list-style-type: none">Resolved players problems, improved operations and provided exceptional client support.
Mar 2018 -	Customer Support Associate

Jul 2019

2A Assurance, Rabat, Morocco

- Educated customers on promotions to enhance sales.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

May 2017 - Technical Support Specialist - 2nd Line

Feb 2018

Sitel - BELL CANADA, Rabat, Morocco

- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across multiple timezones time zones.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Engaged end-users and answered questions via email, phone, website live chat and in forums.

Jan 2016 - Technical Support Specialist - 2nd Line

Jun 2017

Teleperformance - Samsung, Temara, Morocco

- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Patched software and installed new versions to eliminate security problems and protect data.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Adhered to all company established policies and procedures.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

Jan 2015 - Technical Support Specialist - 2nd Line

May 2016

Webhelp - SFR (France First Internet Provider), Kenitra, Morocco



Education



Jan 2019 - **Bachelor of Science: Software/web Development**
Current IFGIA - Kenitra



Languages



French

◆◆◆◆◆
Native



English

◆◆◆◆◆
Superior



Arabic

◆◆◆◆◆
Superior