

YASSER NAJI

+212 682044142 | yasser.naji@arkx.academy | www.linkedin.com/in/yasser-naji
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I am currently an AWS Certified Cloud Practitioner and a dedicated student at The Geeks Institute pursuing Full Stack Coding Boot-camp with React and Python. With experience as a Customer Advisor at a major British firm, I excel in communication and teamwork, enabling me to effectively harmonize business demands with customer requirements.

EDUCATION

ALX Africa – Casablanca, Morocco
Data Analytics with Explore AI

Nov 2024 – Mars 2025

Topics include:

- Data Preparation: Develop data models with Spreadsheet (Excel).
- Data Querying: Learn how to query and transform databases using SQL.
- Data Visualization: Communicate with impact by translating complex data into compelling visual stories using Power BI.

ALX Africa – Casablanca, Morocco
Certified AWS Cloud Practitioner

Mar 2024 – Aug 2024

Topics include:

- Cloud Concepts
- Security and Compliance
- Cloud Technology and Services
- Billing, Pricing and Support

University of Sunderland – Sunderland, United kingdom
MSc Finance and Management | GPA: Distinction

Oct 2019 – Oct 2020

Modules include:

- Management Accounting and Finance for Decision Making.
- Corporate Financial Management.
- Strategic Management in an International Context
- International Financial Markets and Econometrics.

Dissertation explores: «The impact of exchange rate fluctuations on trade flows, a case of the United Kingdom»

University of Hassan II – Casablanca, Morocco
Ms in Actuarial Science and Risk Management

Oct 2016 – Oct 2018

University of Sidi Mohamed Ben Abdellah – Fes, Morocco
Bachelor in economics

Oct 2011 – Oct 2015

WORK EXPERIENCE

Management of IT projects
ARK-X Talent Factory – Casablanca, Morocco

Jul 2023 - Dec 2023

I actively contributed to the creation of innovative web applications using cutting-edge front-end and back-end technologies:

- Management system of a Parking .
- The Back Office of an E-Commerce website.

Customer Advisor

ScS Sofa and Carpet Specialist – Sunderland, UK

Nov 2021 – Feb 2023

- Worked with the Actions team in the aftercare department to facilitate operations by examining and evaluating cases and whose responsibility it is to deal with them and when.
- Resolved customer issues to get mutually beneficial outcomes and encouraged continued collaborations.

Conducting of a customer satisfaction measurement study

EMS CHRONOPOST INTERNATIONAL, CASABLANCA, MOROCCO

Jul 2017 - Aug 2017

- Preparing and Determining the sample to be studied by the stratified method.
- Design and implementation of B2B and B2C questionnaires.
- Collate information's through calls.
- Retrieve the data extracted in Sphinx software to interpret and analyse the results.

VOLUNTEER ACTIVITIES

International Volunteer Job, Explore China in Shunde 8.0, AIESEC

Jul 2018 - Aug 2018

- Part of the cultural exchange program involved immersion in Chinese culture, including sports, martial arts, gastronomy, and the creation of a show for children and their parents.
- Thanks to partnerships with AIESEC, I attended the 2nd international conference on innovation of young people in Shenzhen, where I had the opportunity to interact with numerous technology experts from various countries.

Independent Entrepreneur, Emlyon Business School and the University of Hassan II

Jan 2018 – Jul 2018

- Part of the process was to collectively create a profitable business. I had to overview the stages of its development and motivate the participants to perform to the best.
- I have created a short video about this experience that can be watched in: <https://bit.ly/3cUS2Uh>

SKILLS

- AWS Cloud Computing.
- Data Analytics (Excel and SQL).
- Project Coordination

INTERESTS

- Blogging and Digital Marketing
- Scuba diving
 - Advanced Open Water (Dec 2022)
 - Open Water (Jan 2022)
- Video editing

LANGUAGES

- Arabic - Native
- English - Expert
- French - Expert

REFERENCES

Mr Youssef Haddad Senior Java web developer, ARK-X Talent Factory.

Dr Julia Nobari Senior Lecturer in Accounting and Finance, Faculty of Business, Law, and Tourism, University of Sunderland.