

# 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

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**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

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**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**

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**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 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**

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

## **INTERESTS**

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

## **LANGUAGES**

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

## **REFERENCES**

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**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.

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