

# EL ATTAOUI YOUSSEF

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(+212)708823122  



My strong programming, communication skills, attention to detail, and ability to work in a fast-paced environment make me a valuable asset to any team. I am committed to delivering results and meeting or exceeding customer expectations, while also working collaboratively with colleagues to achieve team goals.

## Languages

- **Arabic** - Native language
- **English** - Proficient (C1)
- **French** - Proficient (C1)
- **German** - Beginner (A1)

## WORK EXPERIENCE

Mai - Juillet 2024

### YOORIKA MANAGEMENT

Marrakech, Maroc



### WEB PROGRAMMER

- Develop websites using Kadence WordPress.
- Ensure that the sites function well on various devices and screen sizes.
- Ensure fast loading times and good site performance.
- Implement basic SEO practices to improve site visibility.

January - April 2024

### WEBHELP + CONCENTRIX

Marrakech, Maroc  
· On Site



### CUSTOMER ADVISOR

- Manage customer requests by quickly responding to their questions and concerns regarding bookings and policies.
- Resolve disputes between hosts and travelers by proposing satisfactory solutions to ensure a positive experience.
- Analyze customer feedback to contribute to the improvement of internal processes and optimize the assistance provided.

October 2022 - July 2023

### MAJOREL

Marrakech, Morocco  
· On Site



### CUSTOMER ADVISOR

- Managing incoming calls and Assisting customers during the booking process to ensure a smooth experience.
- Supporting BackOffice operations for the BackMarket department while analyzing customer requests and complaints and propose both technical and communicational solutions aligned with Majorel's procedures.
- Conducted data entry and maintained records to ensure an accurate and up-to-date customer information.

## EDUCATION

2021 - 2022

### FACULTY OF SCIENCE AND TECHNOLOGY . MARRAKESH

Bachelor in Distributed IT Systems and Web Development

2018 - 2020

### FACULTY OF SCIENCE AND TECHNOLOGY . MARRAKESH

Deust in Mathematics, Computer Science and Physics



كلية العلوم  
والتقنيات - مراكش  
FACULTÉ DES SCIENCES  
ET TECHNIQUES - MARRAKESH

## SKILLS

### PROGRAMMING LANGUAGE :

HTML/CSS, JAVASCRIPT, PHP, JAVA, C, PL/SQL, UML.

### FRAMEWORKS :

BOOTSTARP, DJANGO, SPRING, ANGULAR, LARAVEL.

### CUSTOMER RELATIONSHIP MANAGEMENT (CRM) :

BOOTSACTIVIX, CLICKUP, FRESHWORKS, ACTIVECAMPAIGN, SALESFORCE, ZOHO, ZENDESK.