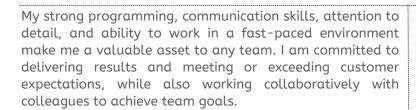
EL ATTAOUI YOUSSEF





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



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



و التقنيات - مراكش FACULTÉ DES SCIENCES ET TEONIQUES - MARAKEO

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.