

# MEHDI ABAANI

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## Summary

Resourceful and service-oriented business and customer service professional with a solid background in banking, IT support, and call center operations. Known for delivering exceptional customer experiences, resolving technical issues, and maintaining operational accuracy. Passionate about technology, troubleshooting, and continuous improvement, with hands-on experience in ERP systems, user assistance, and cross-functional collaboration.

## Key Achievements

### Improved Customer Satisfaction

Increased customer satisfaction score by 15% through personalized service and proactive problem-solving.

### Boosted Client Referrals

Generated 25% increase in client referrals by consistently meeting service level agreements.

### Enhanced IT Resolution Time

Reduced IT issue resolution time by 30% by implementing efficient tracking systems.

### Ensured Transaction Accuracy

Achieved 98% accuracy in transaction processing, minimizing errors and improving compliance.

## Experience

### Attijariwafa Bank

#### Bank Account Manager

Casablanca, Morocco

07/2019 - 03/2023

- Delivered efficient and courteous customer service, handling account inquiries and service requests
- Conducted financial transactions including deposits, withdrawals, and card services
- Identified client needs and referred opportunities to appropriate banking services
- Ensured operational compliance and transaction accuracy
- Supported team collaboration and knowledge sharing in a high-volume environment

### Intelcia IT Services

#### IT Support Specialist

Casablanca, Morocco

02/2018 - 06/2019

- Provided first-level IT support for hardware and software issues to internal staff and remote employees
- Logged, tracked, and resolved tickets using Freshdesk and ServiceNow
- Assisted with the setup and configuration of workstations and mobile devices
- Supported users in Microsoft 365 applications, password resets, and VPN connectivity
- Participated in documentation of troubleshooting guides and internal procedures

### B2s

#### Customer Advisor - Call Center

Casablanca, Morocco

01/2019 - 03/2019

- Handled inbound and outbound customer service calls with professionalism
- Resolved client concerns and escalated complex issues to senior teams

### Webhelp Maroc

#### IT Service Desk Agent

Rabat, Morocco

08/2017 - 12/2018

- Delivered remote support for European users facing IT issues related to account access, network, and device malfunctions
- Escalated unresolved issues to Tier 2 support and followed up on ticket resolution
- Managed user profiles and account permissions under Active Directory
- Monitored service desk performance and adhered to SLAs

## Experience

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Innovations Jardin	Morocco
Sales Associate	2017 - 2018
• Assisted customers with product selection and transactions	
• Managed inventory and supported promotional campaigns	
Marjane	Marjane, Morocco
Cashier	2016 - 2017
• Operated cash registers, processed payments, and maintained records of transactions	

## Education

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### Mohawk college

**Computer Systems Technician - Software Support - 548**

**Hamilton, Canada**  
**2024 - Now**

Hassan II University

Casablanca, Morocco

Bachelor's Degree in Business Administration

2018 - 2019

Institut Spécialisé en Gestion et Informatique (ISGI-OFPPT)

Casablanca

Specialized Technician Diploma in Business Management

2016 - 2018

Lycée des Sportifs

Casablanca

Scientific Baccalaureate

2014 - 2015

- (Math & Physics)

- Lycée des Sportifs, Casablanca

## Languages

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**English : Fluent**

**French : Fluent**

**Arabic : Advanced**