

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 <ul style="list-style-type: none">Delivered efficient and courteous customer service, handling account inquiries and service requestsConducted financial transactions including deposits, withdrawals, and card servicesIdentified client needs and referred opportunities to appropriate banking servicesEnsured operational compliance and transaction accuracySupported team collaboration and knowledge sharing in a high-volume environment	Casablanca, Morocco 07/2019 - 03/2023
Intelcia IT Services IT Support Specialist <ul style="list-style-type: none">Provided first-level IT support for hardware and software issues to internal staff and remote employeesLogged, tracked, and resolved tickets using Freshdesk and ServiceNowAssisted with the setup and configuration of workstations and mobile devicesSupported users in Microsoft 365 applications, password resets, and VPN connectivityParticipated in documentation of troubleshooting guides and internal procedures	Casablanca, Morocco 02/2018 - 06/2019
B2s Customer Advisor - Call Center <ul style="list-style-type: none">Handled inbound and outbound customer service calls with professionalismResolved client concerns and escalated complex issues to senior teams	Casablanca, Morocco 01/2019 - 03/2019
Webhelp Maroc IT Service Desk Agent <ul style="list-style-type: none">Delivered remote support for European users facing IT issues related to account access, network, and device malfunctionsEscalated unresolved issues to Tier 2 support and followed up on ticket resolutionManaged user profiles and account permissions under Active DirectoryMonitored service desk performance and adhered to SLAs	Rabat, Morocco 08/2017 - 12/2018

Experience

Innovations Jardin	Morocco
Sales Associate	2017 - 2018
<ul style="list-style-type: none">Assisted customers with product selection and transactionsManaged inventory and supported promotional campaigns	
Marjane	Marjane, Morocco
Cashier	2016 - 2017
<ul style="list-style-type: none">Operated cash registers, processed payments, and maintained records of transactions	

Education

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
<ul style="list-style-type: none">(Math & Physics)Lycée des Sportifs, Casablanca	

Languages

English : Fluent
French : Fluent
Arabic : Advanced