

ADIL SADOUT *Information Technology Specialist*

📍 Ain Defla, Algeria ✉️ adelsadout@hotmail.com ☎️ +213 668811180

Professional Experience

- 2022 Nov – 2023 Jul **P2P Investigation Specialist**, *Binance Holdings Limited*
- Ensure that learning from complaints is shared within the organization.
 - Investigate trading activity and take appropriate actions to keep the marketplace safe and prevent fraudulent activity.
 - Be the principal point of contact for consumers, responding to their e-mails and chats professionally and sympathetically.
- 2021 Aug – 2022 Sep **KYC Compliance Officer**, *FTX Trading Ltd*
- Authenticate information provided by customers during the onboarding process.
 - Assess the risk associated with each customer based on their profile, transactions and business activities.
 - Maintain accurate and up-to-date records of customer information and due diligence activities.
 - Prepare and submit regular reports to management and regulators regarding KYC activities and compliance status.
- 2020 Jul – 2021 Aug **Customer Success Specialist**, *Hostinger International*
- Communicate with Customers via live chat and answer their queries in English, French, and Arabic.
 - Provide quality Customer service experience by answering incoming chats & tickets.
 - Contribute insights and comments based on customer experiences, working with the marketing team to help create customer engagement plans and campaigns.

Skills

Basics

Office 365, Spreadsheets, Data Entry, Documentation, Cybersecurity Awareness.

Technical Skills

Web Development, Data Analysis, UI/UX, Operating Systems

Soft Skills

Communication, Teamwork, Problem-solving, Attention to Detail

Languages

- Arabic
- French
- English

Education

2017 – 2020 **Bachelor of Information Systems**, *Djilali Bounaama University*