

# Adnane Abid

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## EXPERIENCE

<b>2022-Present</b>	<b><i>Best Buy Geek Squad Advanced Repair Agent</i></b>	<b>Dorchester, MA</b>
	<ul style="list-style-type: none"><li>• Understands the importance of the customer experience when performing diagnostic discoveries, making recommendations, and protecting customer devices both in-person and by phone.</li><li>• Partners with other team members to ensure consistent and accurate documentation of customer requests and repairs.</li><li>• Helps drive a positive customer experience by building relationships, exhibiting empathy, and providing solutions for their needs.</li><li>• Establishes and maintains consistent rhythms for timely followup and ensures deliverables are met or exceeded.</li></ul>	
<b>2020-2022</b>	<b><i>Freelancing as a Web Developer</i></b>	<b>Casablanca, Morocco</b>
	<ul style="list-style-type: none"><li>• Create websites for several clients.</li><li>• Used various technologies, to make code repairs and optimize corporate websites.</li><li>• Analyzed requirements and designed.</li></ul>	
<b>2013-2020</b>	<b><i>Tele performance</i></b>	<b>Temara, Morocco</b>
	<b><i>Support Technician</i></b> <ul style="list-style-type: none"><li>• Ensure the functionality of PC desktops.</li><li>• Assist with Help Desk process and Request system.</li><li>• Assist with local backups/restores.</li><li>• Networking-wired and wireless connection troubleshooting.</li><li>• Provide Software/Windows/Office analysis and resolution support over the phone.</li><li>• Trained and assist the new employees.</li></ul>	
<b>2011-2013</b>	<b>Orange Customer Service Data Analyst</b>	<b>Casablanca, Morocco</b>
	<ul style="list-style-type: none"><li>• Take responsibility for collecting data, developing reports, and troubleshooting data issues.</li><li>• Send out surveys.</li><li>• Interview costumers and keep track of their responses.</li></ul>	
<b>2008-2011</b>	<b>Orange Customer Service Technical Support Representative</b>	<b>Casablanca, Morocco</b>

- Answering incoming calls from customers with inquiry and/or trouble reports.
  - Providing customers with service support for Voice, Data, and Video services and features within the fiber and/or copper network.
  - Utilizing Knowledge of communication and networking components to provide customers with service support and configuration of customer equipment.
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## **EDUCATION**

### **2021-Present DEVSLOPES ACADEMY**

Front-End Developer -- React -- JavaScript -- UX/UI Design -- HTML / CSS

### **2003-2007 SUPINFO-THE INTERNATIONAL INSTITUTE OF INFORMATION AND TECHNOLOGY**

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**SKILLS** Hardware and Software Troubleshooting, Operating Systems and Software Installation and Configuration, Microsoft office, WordPress, Data Collection, Sales, Management, Technical Support, HTML, Cascading Style Sheets (CSS), JavaScript.

**LANGUAGES** Arabic, French, English