

# JDIDI DAOUD

## Cohort Lead

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📍 Ariana, Tunisia



## EXPERIENCE

### Cohort Lead

#### ReBootKamp (RBK)

📅 July 2023 – Ongoing    📍 Ariana, Tunisia

- To support students in an academically challenging environment and to be a source of advice and reassurance. .
- Teaching programming concepts, best practices, and the effective use of development tools and frameworks.
- To encourage appropriate levels of cooperation and competition.
- Create IT content that fit the market need.
- Establishing the right tools and training to develop the student skills.

### Instructor

#### ReBootKamp (RBK)

📅 July 2022 – July 2023    📍 Ariana, Tunisia

- Conducting training sessions: Delivering instructional materials and conducting training sessions or workshops.
- Teaching programming concepts, best practices, and the effective use of development tools and frameworks.
- Continuously learning and exploring new techniques and trends in the field of full-stack development.
- Project management and coordination: Collaborating with students to ensure timely delivery of their projects.

### Metro Customer experience agent

#### RKH QATARAT QATAR RAIL

📅 Jun 2018 – Feb 2020    📍 Qatar

- Greet and assist customers as they enter the metro station.
- Provide information about metro routes, schedules, fares, and promotions.
- Assist customers with ticket purchases, including using automated ticketing machines and processing payments.
- Handle customer inquiries, complaints, and feedback in a professional and courteous manner.
- Ensure the safety and security of customers by monitoring the station and reporting any suspicious activities or safety hazards.
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- Stay updated on metro policies, procedures, and emergency protocols to provide accurate information and assistance to customers.
- Collaborate with other metro staff and departments to ensure efficient and smooth operations.

### Customer service associate

#### ALSHAYA COMPANY

📅 Jan 2017 – Jul 2017    📍 Kuwait City, Kuwait

## LIFE PHILOSOPHY

*"If you have a clear mind . . . you won't have to search for direction. Direction will come to you."*

## STRENGTHS

Hard-working

Leading team

Motivator & Professionalism

UX/UI

Web & App Development

Solving customer issues & customer handling

Communication

Working under pressure

Self-Confidence & Patience & Determination

Integrity & accountability

## LANGUAGES

Arabic  
English  
French



## CERTIFICATES & DEGREES

### Full Stack JavaScript Developer

#### RBK RebootKamp, HACK REACTOR

📅 Nov 20 - Mar 21    📍 Ariana, Tunisia

### Degree in Chemistry

#### University of Science of Monastir (FSM)

📅 Dec 13 - Jun 16    📍 Monastir, Tunisia

### High School degree

#### Lycee MENZAH, BENI Khaled

📅 Dec 12 - Jun 13    📍 Nabeul, Tunisia

### Customer Experience Agent Basic Training

#### RKH QATARAT QATAR RAIL QATAR

📅 Jun 18 - Jan 19    📍 Doha, Qatar

- Provide excellent customer service by assisting customers with inquiries, complaints, and feedback.
- Address customer concerns and resolve issues promptly and effectively.
- Maintain a positive and professional attitude while interacting with customers.
- Collaborate with team members and other departments to ensure smooth operations.
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