

HAFSA ETTALHI

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Tangier, Morocco

PROFILE

Adaptable and motivated Computer Engineering graduate with experience in front-end development, customer support, and documentation. Skilled in React.js, JavaScript, WordPress, and UI/UX design, with strong problem-solving and client communication skills. Multilingual and collaborative, thriving in international, fast-paced environments.

WORK EXPERIENCE

Freelance
Tangier, Morocco
Feb 2025 – Present

Front-End Developer

- Built responsive websites using React.js, JavaScript, HTML, CSS, Tailwind, WordPress.
- Converted Figma designs into functional UI/UX components.
- Managed projects end-to-end, from planning to deployment.

Happy Planet
Remote, China
Jan 2024 – Mar 2025

English Teacher

- Delivered personalized English lessons for students of all ages, adapting methods for remote learning.

SCK Temsicilik
Hybrid, Türkiye
Jan 2023 – Jan 2024

Customer Support Representative

- Managed 60+ weekly customer inquiries via phone/email; promoted after 3 months.
- Streamlined ticket resolution using Zoho/Zendesk; processed invoices and payments.
- Audited and issued CTN certifications, coordinating with African ports to prevent shipment delays.

SCK Temsicilik
Istanbul, Türkiye
Jan 2023 – Mar 2023

Documentation Specialist

- Prepared, reviewed, and processed CTN certificates and related official documents.
- Communicated with clients, authorities, and internal teams to resolve documentation issues.

GetCTN
Remote, Türkiye
Apr 2023 – Sep 2023

Web Developer

- Fixed website structural/UI issues; added pages using HTML/CSS/WordPress.
- Improved SEO performance and site visibility.

OnTheGo
Ankara, Türkiye
Jul 2022 – Dec 2022

Technician Support Specialist

- Provided technical support and troubleshooting via phone, email, and chat for hardware, software, and POS systems.
- Documented issues and solutions in ticketing systems.
- Assisted with system installations, updates, and maintenance.

EIA TECH
Tangier, Morocco
Feb 2021 – Jun 2021

Web Developer Intern

- Developed the front-end of the company website and created interactive dashboards to visualize company data.
- Assisted the Web Development team in establishing design guidelines, best practices, and coding standards.
- Built reusable code components for use in other projects.

EDUCATION

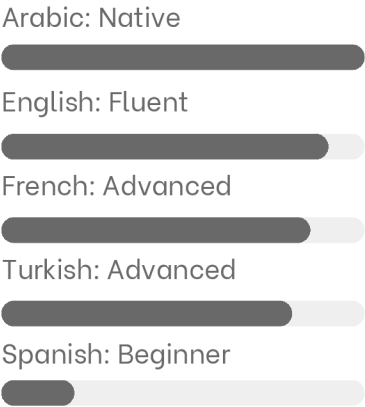
Ankara, Türkiye
2025

Bachelor of Science in Computer Engineering
Ostim Technical University

Tangier, Morocco
2019

High School Diploma in Physical Sciences
Abi Abass Sebti High School

LANGUAGES



CERTIFICATES

- Network Defense Essentials
- Google IT Support Professional
- CCNA
- IBM
- Python Developer
- SQL Server Developer
- Data Analyst Associate
- React Development
- HubSpot Academy
- Google Cloud AI Basics

ACTIVITIES

- Participation in educational camps.
- Volunteer Activities/Organizations.
- Sports Teams.

SKILLS

Technical Skills

- React.js
- HTML5, CSS3
- Tailwind CSS
- WordPress
- Git/GitHub
- Figma
- Android Studio
- MS Office
- API Integration
- SEO optimization
- UI/UX design
- Power BI
- Photoshop
- CRM tools (Zendesk, Zoho, HubSpot, etc.)

Soft Skills

- Problem-solving
- Team collaboration
- Adaptability
- Multilingual communication
- Time management
- Client support
- Photography
- Content writing

Programming Languages

- C
- C++
- Java
- Python
- JavaScript