

Mohamed Htout

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Fully Work Authorized · No Visa Sponsorship Required

PROFESSIONAL SUMMARY

Operations Manager with 3 years of experience in the financial sector and administrative work

Key Skills:

- Financial capital & investment, risk management and business development
- Financial and managerial accounting.
- Office & resource management
- Proficient in MS Office (Word, Excel, Powerpoint, Access), Sage
- Fluent in English, Arabic & Tamazight

PROFESSIONAL EXPERIENCE

Operations Manager

10/2012 – 09/2015

Credit Du Maroc, Agadir, Morocco

Established in Morocco since 1929, with 2.400 employees and more than 800,000 customers

- Posted an average of 150 bank transactions daily using Sage software amounting to about USD100K
- Devised a system to follow a profile of more than 300 customers and realized 150% of the annual commercial goals
- Managed a team of 2 people, and controlled the transactions of the agency

ADDITIONAL WORK EXPERIENCE

Lobby Ambassador

01/2016 – Present

Allied Universal, San Francisco, California

- Provided great customer service.
- Investigated and resolved customers' complaints and issues.

Customer Service

11/2015 – 02/2016

Safeway, San Francisco, California

- Customer assistance
- Managed back office by controlling the amount of funds in the checkout points and in the safe

Software Consultant

08/2011 – 12/2011

New Technologies and Services, Agadir, Morocco

- Created database for 10 to 15 small and medium companies by transforming their paper work or converting it from Excel to Sage software
- Trained over 60 customers' employees to use Sage software by offering group classes and individual practices on the computer
- Provided after sales service for customers that have issues with Sage software or network installation

EDUCATION

Bachelor's Degree in Management

2012

Ibn Zohr University, Agadir, Morocco

Largest university in Morocco with a student population of 75,000

Thesis: Impact of the internal and external communication in the company RAMSA (Independent multi-service agency Agadir)

PROFESSIONAL DEVELOPMENT

Financial Accounting, City College of San Francisco, San Francisco, California

2018

Specialized Technician in Business Management, Specialized Institute of Applied Technology, Agadir, Morocco

2013

PROFESSIONAL ASSOCIATIONS

Association Tazerzit for Solidarity and Cooperation, member since 2014.