

Isshak Renane




D.O.B: 07/07/1987


Contacts

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Languages

Arabic	-	Native
English	-	Fluent
French	-	Very Good
Spanish	-	Basic Skills

Hobbies

- Swimming/karate
- Traveling
- IT Coding/Web design
- Karate Black Belt

Web Development/Design, IT support

Professional Summary

Versatile and tech-savvy professional with a unique blend of hands-on gas engineering experience and creative digital skills. Comfortable building sleek, responsive websites with HTML, CSS, and JavaScript, designing clean user interfaces, and solving a wide range of IT issues. Known for being highly organized, self-motivated, and quick to learn — with excellent time management, communication, and problem-solving abilities. A reliable virtual assistant who thrives on multitasking, adapting to new tools, and keeping things running smoothly behind the scenes.

Skills Highlights

- **Front-End Web Development:** Strong knowledge of HTML, CSS, and JavaScript to build responsive, functional websites.
- **Code & Workflow Tools:** Proficient with Visual Studio Code, Git/GitHub, and browser developer tools.
- **UI/UX Design:** Able to create clean and intuitive designs using Figma and Photoshop.
- **IT Troubleshooting:** Skilled in diagnosing and resolving common hardware, software, and networking issues.

Work Experience

Web development

2024 - Now

Self-employed Freelancer.

- Design and develop custom websites for individuals and small businesses using HTML, CSS, and JavaScript.
- Create responsive, mobile-friendly layouts that prioritize user experience and accessibility.
- Collaborate with clients to understand their needs, brand identity, and goals to deliver tailored digital solutions.
- Provide ongoing maintenance, content updates, and troubleshooting support post-launch.
- Improve site performance through optimization techniques (e.g., clean code, image compression, SEO basics).
- Assist with domain setup, hosting, and technical configuration to get clients fully online.
- Use design tools like Figma or Adobe XD to plan and prototype user interfaces before development.

Manager at Starbucks , Waterloo Station UK

2017 - 2019

- **Team Leadership:** Supervise, train, and motivate a team of baristas and shift supervisors to deliver exceptional service.
- **Customer Experience:** Ensure high levels of customer satisfaction by maintaining a welcoming atmosphere and resolving any concerns quickly and professionally.
- **Scheduling & Staffing:** Create and manage staff schedules to ensure optimal coverage while staying within labor budgets.

- **Sales & Targets:** Monitor sales performance, drive store revenue, and implement local strategies to meet or exceed business goals.
- **Stock & Ordering:** Manage inventory levels, place orders, and ensure timely stock rotation to reduce waste.

IT Consultant DHL Express , Lyon, France

2016 – 2017

Description of responsibilities and achievements.

- Supported DHL Express France's IT operations by ensuring seamless system performance, user support, and technology implementation across departments.
- Assisted in system upgrades, user account management, and data backups under corporate IT standards.
- Monitored network connectivity and reported issues to ensure smooth logistics operations and minimal downtime.
- Helped optimize workflow by recommending and documenting IT process improvements.

Customer Service & Billing Officer, Energy Company, Algeria

2011 - 2014

Description of responsibilities and achievements.

- Assisted customers with invoice clarification and correction, ensuring accurate billing for electricity and gas usage.
- Provided customer education on billing procedures, meter reading, and consumption management.
- Assisted in investigating overcharges or technical errors in energy billing systems.
- Maintained clear documentation of customer cases and resolutions for follow-up reporting.

Gas Engineer at Sonelgas , Algiers

2009 - 2014

- **Installation:** Install gas appliances such as boilers, cookers, heaters, and hot water systems in homes and businesses.
- **Maintenance & Servicing:** Perform routine inspections, servicing, and safety checks to ensure gas systems operate efficiently and safely.
- **Safety Compliance:** Conduct gas safety inspections in line with legal requirements and issue relevant certification (e.g., Gas Safety Certificates).
- **Documentation:** Complete all relevant paperwork accurately, including job reports, safety certificates, and compliance records.

IT Support & Programming at Post Office , Algiers

2007 – 2009

- **Technical Troubleshooting:** Diagnose and resolve hardware, software, and network issues for end users.
- **System Setup:** Install and configure operating systems, software applications, and peripherals (printers, routers, etc.).
- **User Support:** Provide assistance in person, over the phone, or remotely to help users with computer, email, and system problems.

Education

Engineering Qualification Diploma in Programming/coding

2004-2007

Institute of informatique/IT in oued-smar, Algiers.

Engineering Qualification Certificate in Gas Distribution

2011-2013

Ben-Aknoun University, Algiers.

Trainings

English course University of Algiers , Algiers.	2010-2013
Programming and Bills La poste/Post office Algeria, Algiers.	2006-2007
Cashier Post-Office, Algiers.	2010-2011

Certifications

✓ Software Engineering Essentials(Coursera)	2025
✓ Introduction to cloud computing (Coursera)	2025
✓ Intro to HTML,CSS and JAVASCRIPT (Coursera)	2025
✓ Cybersecurity Connect and protect network and network security	2024
✓ Cybersecurity Play it safe manage security risks	2024
✓ Cybersecurity foundation of cybersecurity	2024
✓ Customer experience and loyalty strategy	2009
✓ Microsoft Office	2006