

KHAOULA JABOUR

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A motivated and highly skilled Computer Science graduate with 2 years of experience which included operations support, multiple internships as well as freelancing. A proven knowledge of database design and creation, programing, web development and IT support. An aspiring professional with good communication skills and a strong desire to learn in a teamwork environment.

EXPERIENCE

MAR 2019 – JAN 2020

OPERATIONS SUPPORT, FEDASO/EXELA TECHNOLOGIES – FES, MOROCCO

- Respond to incoming tickets on behalf of clients, using Redmine as ticketing system, to provide the accurate and appropriate information
- Facilitate order management – process order intake, input into internal systems
- Respond to user support requests, identify client issues, and correct problems using given methods
- Resolve issues discovered during checkups
- Develop new innovative solutions to improve productivity of the technical support personnel
- Document patches and procedural changes for future reference

DEC 2018 – FEB 2019

INTERN, QUINTEL SARL – TANGER, MOROCCO

- Design and create a job search website using Laravel, HTML5, CSS3, Bootstrap... etc.
- Edit some existing websites
- Create static websites with WordPress

SEP 2017– DEC 2017

FREELANCE, LA ROCHELLE DE FRANCE – KHENIFRA, MOROCCO

- Design and implement a payment management application for the center to process students' payments using JAVA FX
- Install new hardware such as new PC's and Printers

JUL 2017

INTERN, THE URBAN MUNICIPALITY – M'DIQ, MOROCCO

- Install, test, upgrade, and configure workstations, peripheral equipment, and software as assigned
- Utilize troubleshooting techniques to resolve hardware, software, and network issues
- Perform other duties as directed by Supervisor
- Edit/input, scan, convert and format documents

APR 2017-MAY 2017

INTERN, THE NATIONAL OFFICE OF WATER AND ELECTRICITY – MEKNES, MOROCCO

- Collaborate with the training manager to gather all requirements needed for the database
- Build and manage the database

- Design and implement an application for processing payables using JAVAFX

EDUCATION

JUL 2017

BACHELOR'S DEGREE, SUPERIOR SCHOOL OF TECHNOLOGIE - MEKNES, MOROCCO

Development of information and communication systems (Software development)

JUL 2016

ASSOCIATED DEGREE, SUPERIOR SCHOOL OF TECHNOLOGIE – MEKNES, MOROCCO

Computer Science

SKILLS

HTML, CSS, Git, Responsive Web Design, Bootstrap, JAVA, JAVAFX, PHP, JAVA Script, PowerAMC, SQL, Oracle, WordPress, WinDev mobile, PhpMyAdmin, SQL Server, Cisco Packet Tracer, FileZilla, Linux/Unix, Microsoft office (word, excel, power point), Arduino.

Languages: English, French, Arabic.