

Elmahdi Harchi

Phone: +1 343-254-6991 Email: mehdi.hr111@gmail.com Location: Ottawa, Canada

Professional Summary

Bilingual (English/French) Customer Service Representative skilled in processing orders and resolving inquiries via multiple communication channels. Fluent in written and verbal French with experience navigating e-commerce platforms and explaining product details to diverse customers. Adept at utilizing CRM systems to maintain 95%+ customer satisfaction while providing exceptional service to French-speaking clientele. Eager to contribute bilingual capabilities and product expertise to Uline's Toronto team.

Education

College La Cité

DEC in Computer Programming

2024 – 2025

Ottawa, Canada

Ibn Tofail University

DEUG in Computer Science

2021 – 2023

Morocco

Skills

Languages: Fluent in English and French (Written and Verbal), Professional Translation

Customer Service: Order Processing, Bilingual Support, Email & Chat Communication, Conflict Resolution

Call Center Tools: Salesforce CRM, Zendesk, Ticketing Systems, Multi-line Phone Systems

Product Knowledge: Shipping Supplies, Packaging Materials, Pricing & Shipping Policies, E-commerce

Technical & Soft Skills: Microsoft Office Suite, Data Entry (60 WPM), Communication, Cultural Sensitivity

Experience

Bilingual Customer Service Representative

2025

Call Center

Ottawa, Canada

- Provided bilingual (English/French) customer support, processing 80+ orders daily while maintaining 98% accuracy and 95% satisfaction
- Assisted French-speaking customers with website navigation and online ordering, reducing abandoned carts by 15%
- Documented all customer interactions in both English and French using Salesforce CRM to ensure accurate follow-ups
- Translated product information and shipping policies for French-speaking customers, improving their understanding and satisfaction
- Developed expertise in shipping and packaging materials to efficiently answer inquiries in both languages

Projects

Help Desk Knowledge Base System

HTML, CSS, JavaScript, MySQL

- Developed an internal knowledge base web application to document common technical issues and solutions
- Created searchable database of troubleshooting guides and implemented user authentication system

PC Repair Workshop

Hardware Diagnostics, System Maintenance

- Participated in computer hardware repair workshop, diagnosing and fixing common hardware failures
- Performed system maintenance including component replacement, OS installation, and data recovery

Certifications

Career Essentials in Data Analysis

Microsoft and LinkedIn

Career Essentials in Software Development

Microsoft and LinkedIn

Microsoft Azure AI Essentials Professional Certificate

Microsoft

Docker Foundations Professional Certificate

Docker

Career Essentials in Generative AI, What is Generative AI

LinkedIn