

# Elmahdi Harchi

Phone: +1 343-254-6991 Email: mehdi.hr111@gmail.com Location: Montréal, QC (Open to relocate to Barrie, ON) Availability: Immediate

## Professional Summary

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Customer Service and Counter Sales Associate — energetic, organized, and bilingual (FR/EN). 1+ year of front-line customer service in fast-paced environments (front counter and hospitality) plus strong computer skills (Microsoft Office, accurate data entry, professional phone/email). Experience with order intake, POS/cash handling, inventory support, and clear communication with walk-in customers. Recently graduated with a DEC in Computer Programming (Collège La Cité, 2025). Ready for immediate start and open to relocation to Barrie, ON.

## Education

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### College La Cité

DEC in Computer Programming

2024 – 2025

Ottawa, Canada

### Ibn Tofail University

DEUG in Computer Science

2021 – 2023

Morocco

## Skills

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**Customer Service & Sales Support:** Greeting customers (in person/phone/email), needs assessment, issue resolution, friendly communication

**Order Processing & Data Entry:** Order intake, accurate computer input, attention to detail, documentation and follow-up

**Counter Operations & POS:** Front counter support, POS usage, cash/card handling, receipt reconciliation

**Warehouse & Inventory Support:** Stocking/replenishment assistance, picking/packing support, cycle counts; familiar with RF scanners and quick to learn scanning workflows

**Tools & Systems:** Microsoft Office (Outlook, Excel, Word), professional email/phone etiquette, basic CRM/ticketing

**Teamwork & Pace:** Fast-paced environments, multitasking, reliability, safety- and quality-focused

**Languages:** French and English (bilingual)

## Experience

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### Customer Service Associate / Server

Jasmin Restaurant

2024 – 2025

Ottawa, Canada

- Greeted and served high volumes of customers in a fast-paced environment; resolved inquiries and ensured satisfaction with a positive, solutions-focused attitude
- Processed orders accurately using POS; handled cash and card payments; balanced receipts at end of shift
- Coordinated with team members to meet service standards and expected order times; maintained a clean and safe workspace
- Managed phone inquiries and takeout orders; communicated clearly and professionally

### IT Assistant (Part-time)

College La Cité

2024 – 2025

Ottawa, Canada

- Front-desk customer service for students and staff (in person, by phone and email); documented requests and followed up to closure
- Performed accurate data entry and maintained records within a ticketing system; produced clear, concise notes
- Supported inventory updates and tracking of equipment loans/returns; organized storage areas and assets
- Provided basic computer support and step-by-step guidance; escalated complex issues appropriately and on time
- Collaborated within a team environment while meeting deadlines and priorities in a busy campus setting

### Technical Support

Freelance / Volunteer

2022 – 2023

Morocco

- Assisted home and small-office users via phone and on-site visits; scheduled appointments and communicated updates
- Installed/configured common applications and performed basic hardware troubleshooting; documented repeatable steps
- Set up email clients (Outlook) and assisted with account recovery and basic training for end users

## Additional

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- Availability: Immediate. Comfortable with day shift 7:00 a.m.–4:30 p.m. Monday–Friday; able to rotate Saturdays (7:00–12:00) during summer.
- Location: Based in Montréal, QC. Open to relocation to Barrie, ON for this opportunity.

<b>Projects</b>		
<b>Help Desk Knowledge Base System</b>		<b>HTML, CSS, JavaScript, MySQL</b>
<ul style="list-style-type: none"><li>Developed an internal knowledge base web application to document common technical issues and solutions</li><li>Created searchable database of troubleshooting guides and implemented user authentication system</li></ul>		
<b>PC Repair Workshop</b>		<b>Hardware Diagnostics, System Maintenance</b>
<ul style="list-style-type: none"><li>Participated in computer hardware repair workshop, diagnosing and fixing common hardware failures</li><li>Performed system maintenance including component replacement, OS installation, and data recovery</li></ul>		
<b>Certifications</b>		
<b>Career Essentials in Data Analysis</b>		<b>Microsoft and LinkedIn</b>
<b>Career Essentials in Software Development</b>		<b>Microsoft and LinkedIn</b>
<b>Microsoft Azure AI Essentials Professional Certificate</b>		<b>Microsoft</b>
<b>Docker Foundations Professional Certificate</b>		<b>Docker</b>
<b>Career Essentials in Generative AI, What is Generative AI</b>		<b>LinkedIn</b>