

Elmahdi Harchi

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Professional Summary

Customer Service Representative skilled in processing high-volume orders, navigating e-commerce platforms, and resolving inquiries via phone, email and chat. Adept at explaining product, pricing and shipping information and utilizing CRM and call-center technology to maintain 95%+ customer satisfaction. Eager to contribute product expertise and collaborative spirit to Uline's Toronto customer service team.

Education

College La Cité <i>DEC in Computer Programming</i>	2024 – 2025 <i>Ottawa, Canada</i>
Ibn Tofail University <i>DEUG in Computer Science</i>	2021 – 2023 <i>Morocco</i>

Skills

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

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

Product & Industry: Shipping Supplies, Packaging Materials, Pricing & Shipping Policies

Technical: Microsoft Office Suite, Data Entry (60 WPM), Web Navigation, Basic HTML/CSS

Soft Skills: Communication, Active Listening, Time Management, Team Collaboration

Experience

Customer Service Representative <i>Call Center</i>	2025 <i>Ottawa, Canada</i>
<ul style="list-style-type: none">• Processed 80+ customer orders daily via phone, email and chat, maintaining 98% order accuracy and 95% customer satisfaction• Guided customers through website navigation and online ordering, reducing abandoned carts by 15%• Leveraged Salesforce CRM and call-center technology to document interactions, track follow-ups and meet SLA targets• Developed deep product knowledge of shipping and packaging materials to answer pricing and shipping inquiries quickly	

Projects

Help Desk Knowledge Base System	HTML, CSS, JavaScript, MySQL
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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