

ELMOKHTAR FRANCIS BERRABAH

Apt 501, 11 Jesse Hartley Way , Merseyside, Liverpool, L3 0ES || M: 07742141641 || Email: mokhtarberrabah@live.co.uk

LinkedIn Profile  <https://uk.linkedin.com/in/elmokhtar-berrabah>

Summary

I am an ambitious, creative and highly motivated individual who has a passion for the Computing Industry and an uncompromising commitment to quality and outstanding customer service.

Education & Training

Liverpool John Moores University – Liverpool – First Class

June 2020

BSc (Hons) Computer Science

- Computer Science undergraduate student, achieved a First class Bachelor of Science of Honours.
- Skills and competencies: Fundamental understanding of the following programming languages: Java, Python, R, HTML, SQL.
- Relevant modules taken; Software and Web Development, Discrete Mathematics, Computer Systems, Graphics and Data Visualisation.
- Problem solving skills, Project management skills
- Software used; Microsoft Office Suite, MySQL, VirtualBox, Tableau, Visual Studio, RStudio and Eclipse

Student

Drumragh Integrated School – Northern Ireland

September 2009 – June 2016

- A Levels: Successful in ICT, Moving Image and Geography (ABE)
- 9 GCSE'S: All grade C or above. (ABBBBCCDD)
- Level 3: QCF Business Enterprise
- I successfully completed both the bronze and silver Duke of Edinburgh Award schemes.

Experience

IT Support Engineer

7 Jan 2021 to present

Azing

- Responsible for monitoring and maintaining airport hardware and software systems. Additionally, Providing technical support for clients.

Customer Service Agent

14 Jan to

Swissport- Manchester Airport

- My Role was to provide all necessary help and support to passengers as required by our customer airlines.
- This may include check in, baggage processing, reservations and ticketing, boarding of flights, air-bridge operation, greeting arriving passengers, handling of VIPs, provide special passenger assistance, handle customer complaints and other

Sales Associate

09 Feb to 05/09/2018

Hugo Boss- Liverpool

- Utilise effective communication skills to provide great service to clients whilst enhancing the Hugo Boss brand.
- Developing an understanding and meeting of sales targets by developing a good rapport with clients and developing a regular client base which was achieved by providing excellent customer service.
- Develop knowledge of all products and promotions that Hugo Boss offered to clients.
- Successfully initiated and completed both cash and electronic transactions

Retail Sales Assistant

14 Sept to 30 Dec 2017

Primark- Liverpool

- My Role as a sales Assistant had various responsibilities, some of these include: liaising and welcoming customers to the store whilst assisting them with general enquires about the products on sale and ensuring they receive a high level of customer service.
- I have also processed payments and carried out exchanges and refunds too, as well as carrying out stock checks, rearranging window displays and offering customers both in store and online promotions.
- On occasion I have had to deal with dissatisfied customers too. These responsibilities have led me to develop numerous transferable skills such as good IT and numeracy skills, good listening skills, an ability to respond to both positive and negative feedback.
- I am also capable of working single handed or as part of a wider sales team and am aware of the importance of meeting sales targets too. I believe that good personal hygiene and an eye for detail and style are also important skills for a retail assistant to have.

Despatch Operations Agent

08 Jun to 13 Sept 2017

Swissport- Belfast International Airport

- My Role as a Despatch Operations Agent, is to manage the entire arrival and departure process overseeing all activities to ensure a safe working environment and achieve an on time departure. Within this role, I deal with a variety of airline systems and represent Swissport through effective communication with flight and cabin crew at the aircraft side.
- I also had ensure that the aircraft departs with all passengers, baggage and cargo are accounted for.
- Further to this, I was responsible for managing a team of 4-6 people to complete demanding tasks in an accelerated time frame.

Ramp Service Agent

13 Feb 2017 to 28 May 2017

Swissport- Liverpool John Lennon Airport

- My Role as a Smart Handling Ramp Agent, was to ensure that all easyJet aircraft are provided with all necessary and required under-wing ground support services.
- Some of these include, loading and unloading of baggage, inspecting ramp areas for debris/fod etc.
- I, myself had a vital role to play, this making sure that safety was kept to a high standard both for myself, my team and most importantly the passengers.

Sales Advisor

03 Sept 2014 to 20 Jun 2017

River Island – Omagh & Liverpool

- I had the opportunity to work part time as a sales advisor in River Island.
- Having worked nearly three years, this role has allowed me to provide a loyal, active and dedicated service to the best of my ability to ensure complete customer satisfaction with the service is of high standard.
- These include: a thorough knowledge of product ranges and detailed understanding of target markets including seasonal variations, excellent communication and interpersonal skills.
- Additionally, I have experienced working as a reliable supervisor with an exceptional record of employee team management and customer satisfaction.
- Some of the duties as a supervisor required me to do is: train staff on company policy & Product details, manage stock inventory, respond to customer queries & complaints.
- A commitment to actively seeking and applying feedback from colleagues and managers.
- Supervised retail team training and orientation processes.
- Managed inventory in coordination with purchasing and receiving department.

