



# SOUFIANE MESSAI

IT Support

+48 514358198  
Legionów 14  
87-100 Toruń  
Soufianemessaip@gmail.com  
Driving license (B)

## ABOUT ME

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Passionate IT student in Toruń, Poland, with hands-on client service experience at Golden Academy. Specializing in web applications, certified in front-end development and programming (HTML, CSS, Python). Fluent in Arabic, English (C1), and French (C1). Aspiring to apply my tech skills and language proficiency to contribute effectively to IT Support roles, ensuring seamless communication and problem-solving for the team's success.

## CERTIFICATES

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- **Online Course: Meta Front-End Developer (February 2023), Meta (Coursera)**
- **Online Course: HTML, CSS, and JavaScript for Web Developers (October 2022)**  
The Johns Hopkins University (Coursera)
- **Training Certificate: Programming – Html, CSS (March 2022) Golden Academy**
- **Training Certificate: Programming - Python (October 2021) Golden Academy**

## LANGUAGES

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Arabic (Native)  
French (C1 Level)  
English (C1 Level)

## EXPERIENCE

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### **Client Services Specialist (Dec 2020 - August 2022)**

#### **Golden Academy**

·Functioned as the key liaison between students and prospective clients, providing dedicated support through in-person interactions and phone communications. Managed inquiries, offered comprehensive information about the academy's programs, and ensured a seamless enrollment process. Concurrently, took on the role of Graphic Designer and Social Media Coordinator, contributing to the development and execution of effective marketing strategies.

### **Freelance Graphic Designer (July 2018 - Current)**

#### **Freelancer at Fiverr and Latium**

·As a freelance graphic designer, I specialize in creating captivating visual content for various digital platforms. My responsibilities include crafting eye-catching social media banners, profile pictures, posts, flyers, posters, and YouTube thumbnails for a diverse range of clients.

## EDUCATION

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### **Bachelor's Degree: IT in Business – Web applications developer (ongoing)**

#### **WSB Merito University (Toruń)**

Started: October 2023

### **Bachelor's Degree: Topography and Geomatics**

#### **University of Constantine 1 (Constantine)**

Graduation date: 2018