Youness BITITE

Specialized Technician
in IT Development

Contact

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Education

SPECIALIZED TECHNICIAN DIPLOMA

Computer Development
With Honors
2014-2016
Specialized Institute of Applied
Technology I Sidi Kacem, Morocco

HIGH SCHOOL DIPLOMA

Experimental Sciences
2005-2007
Mohamed 5 High School I Sidi Kacem,
Morocco

Skill

- IDE:
  - Android Studio:
  - Visual Studio

- Back-End:
  - C#
  - Java

- Front-End:
  - XML
  - HTML/CSS

- Database:
  - MSSQL/SQLite

- Operating Systems
  - Windows 10/7
  - Windows Server
  - iOS

- Software:
  - Photoshop/After Effects/
    Premiere
  - FL Studio

Work Experience

2022- 2023
Living Room Collectif I Bern
Coordination/IT Support

IT Support:
- Configuration, administration, and management of hardware and software resources.
- Assistance in using digital tools.
- Technical advice for orientation and choices.
- Development of a catering order platform via an Android application for the Soli-Catering sub-project.
- Design of printed content and creation of multimedia content.

Collaboration:
- Organization and realization of various socio-cultural events.
- Participation in structuring the operation and organization.
- Participation in setting up a crowdfunding campaign.
- Translation of texts and live translations, Arabic/French.

2019 - 2022
Association Medina I Bern
IT Support（Volunteering）

- Ensuring the installation and configuration of hardware and software.
- Training workshops on using office tools.
- Design of printed content（flyers, posters, etc.）.
- Creation of multimedia content.
- Awareness of best practices for the secure use of IT tools.

2018 - 2019
Freelance I France
Freelancer

- Development of Android applications using Android Studio with Java.
- Design of posters, flyers, and other printed content（Adobe collection）.
- Video editing and creation（Adobe collection）.
- Creation of content for social networks.
- Installation, setup, and troubleshooting in Windows environments.

2016 - 2017
DevTech I Sidi Kacem, Maroc
ANDROID MOBILE DEVELOPER

- Development in the Android Studio environment.
- Back-end development with Java and user interface with XML/Java.
- Optimization of resources and code.
- Data processing with Room, LiveData, ViewModel.
- User experience approach: menus, user navigation, RecyclerView.
- Good knowledge of REST architecture using Retrofit API.
- Good knowledge of Jetpack UI components.
- Proficient in SQL database management systems.

March 2016 - May 2016
MyAppConverter l Casablanca, Maroc
INTERNSHIP

- Study of the AFNetworking library for iOS.
- Benchmark of the best web service APIs for Android.
- Mapping of the AFNetworking library.
- Testing and analyzing mapping results.

February 2013 - October 2014
WebHelp , Orange Project | Rabat, Maroc
EXPERT ADVISOR - COACH

- Expert Advisor:
- Direct assistance to customer service agents for level 2/3 issues.
- Review and follow-up of unresolved level 2/3 cases.
- Analysis of field problems and their impact.
- Presentation of the project at Orange France technical meetings.
- Organization of information sessions on major incidents.
- Coach:
- Support for new recruits in the integration process.
- Skill development of customer service agents.
- Analysis of business/client indicators, detection of difficulties, and proposal of improvement solutions.

March 2012 - February 2013
WebHelp , Orange Project | Rabat, Maroc
CUSTOMER SERVICE REPRESENTATIVE

- Technical support for Orange ADSL customers via incoming calls.
- Resolution and follow-up of internet, TV, and VOIP technical issues.
- Handling difficult cases and ensuring customer loyalty.
- Dealing with very dissatisfied customers with recurring issues.
- Documenting all steps of issue resolution.
- Escalation of difficult cases to level 2 or expert advisors.
- Initial training on customer relationship management.
- Continuous training on ADSL, IPTV, VOIP technologies, operating systems, etc.