

MOAD ELHOUSSAINI

IT TECHNICIAN | WEB DEVELOPER | TECHNICAL SUPPORT

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PROFESSIONAL SUMMARY

Motivated and ambitious young professional with a strong interest in information technology and web development, combined with hands-on experience in customer service and client support. Passionate about creating efficient, user-friendly digital solutions while delivering high-quality service to clients and end users. Known for solving technical and customer-related issues quickly in fast-paced environments, with a strong focus on communication, reliability, and customer satisfaction. Trilingual and highly adaptable, seeking a full-time position in web development, backend engineering, or IT/technical support, where technical expertise and client service skills can create meaningful impact.

SKILLS

- Microsoft 365 Applications (Excel, Word, etc..)
- Customer service excellence
- Rapid problem-solving under pressure
- Team collaboration
- Adobe Photoshop (photo editing & retouching)
- Programming & Development
- React, HTML5, CSS
- Firebase, Flask, MongoDB, SQL Server
- GitHub & version control
- ASP.NET
- Object-Oriented Programming (OOP)
- UI/UX design principles
- Hardware configuration & troubleshooting
- Linux (Fedora - terminal commands)
- Technical support & customer assistance
- Clear communication & active listening
- Adaptability & fast learning
- Time management & multitasking
- Adobe Premiere Pro (video editing)
- Java, JavaScript, Python, C#, PHP
- Android & Windows application development
- API integration & chatbot integration
- Frameworks & Tools
- Graphic design
- Azure & AWS deployment
- IT Support & Systems
- Windows user management
- Concept Arts

WORK HISTORY

CASHIER 01/2023 to Current

IGA & Maxi, Montréal, QC

- Delivered efficient and friendly customer service while managing a high volume of transactions.

- Developed strong mental math skills to calculate totals, discounts, and corrections quickly under pressure.
- Assisted customers by answering questions and solving problems within seconds.
- Built customer trust through reliability, courtesy, and attention to detail.
- Collaborated with team members to maintain a clean, organized checkout area.

FREELANCE WEB & TECHNICAL PROJECTS

- Designed and developed small web and software projects for practical learning and experimentation.
- Applied frontend and backend concepts to real-world use cases.

FREELANCE PHOTO & VIDEO EDITOR

Self-Employed

- Edited photos using Adobe Photoshop, including retouching, color correction, and visual enhancement.
- Created and edited short-form videos for personal projects and social media platforms.
- Developed a strong creative eye and attention to visual detail.

EDUCATION

Diploma of College Studies (DEC) : Computer Science, IT, **08/2025**
Cégep de Montréal & Institut Teccart - Montréal, QC

High School Diploma : **08/2022**
Al Awail - Morocco

LANGUAGES

English - Fluent



Native or Bilingual

French - Fluent



Full Professional

Arabic - Fluent



Native or Bilingual

HOBBIES & INTERESTS

Playing guitar, Skateboarding, Technology and software development, Digital creativity and visual design, Continuous learning and self-improvement

PROJECTS

Energy Drink E-Commerce Website - Online platform for ordering multiple brands, MIBR Auto-Detection (AI Image Project) - Automated image recognition system, Online Library System - Book lending platform with database integration, Android Delivery Application - Delivery management app with database, Windows Calculator Application