

# FATIMA-ZAHRA BOUHASSOUN

Web development

BTS IT Services to Organizations option SLAM in  
work-study program

[2 days in training/3 days in the company]

## Skills

Resolution of incidents related to business  
software

- Handling user requests
- Implementation of teleworking
- Putting a deployment server into production
- Simple scripting
- Deployment of telephone solutions
- Management of customer requests
- Routing Solutions
- Data management
- Ticket management
- Perform tests (unit, integral)
- Performing SQL queries.

## Professional experiences

- NETIA || SUPPORT TECHNICIAN | SOFTWARE TESTER in  
Apprenticeship  
OCTOBER 2021- AUGUST 2022
  - Analyze customer needs and design useful solutions where possible.
  - Ticket management and incident reproduction.
  - Testing and validation of software operation (unit test).
  - Communication with customers.
  - Data management.
  - Participation in projects (Atelier by NETIA 2)
  - Software development (team project)
- NETIA || INTERN  
SEPTEMBER 2021-OCTOBER  
2021
  - Ticket management
  - Incident handling
  - Respond to customer needs
  - Reproduction of incidents
- Talents of the City || HOST  
MAY 2019- AUGUST 2019
  - Aid management in remote areas in Morocco

## Other abilities

- HTMLCSS, Python, PHP, SQL
- Webdesign, Photoshop, PackageOffice
- Windows Administration
- linux
- Use and setup (Office pro, antivirus)

## E• Profile

-Passionate about new technologies since  
childhood, extremely motivated in IT to  
constantly develop my skills and evolve  
professionally.

-Sense of teamwork.

-Sense of responsibility and  
Communication.

- The ability to follow instructions and deliver  
good quality results .



## Trainings

2020/2022 – BTS SIO (Computer  
Services to Organizations)  
ESICAD-Montpellier France

2019 – Training in SVI Faculty  
Multidisciplinary – Nador  
Morocco

2019 – French language training  
IDIGA – AL Arouit Morocco

2019 – Bachelor of Physical Sciences  
IBNOU ELHAYTAM-AL Arouit  
Morocco



## Hobbies

Sports –Basketball, volleyball



## Languages

French – Bilingual

Fluent English

Arabic: Mother Tongue

Fatimazahrabouhassoun267@gmail.com

07.68.59.80.96

1, Rue Bourrely 34000  
Montpellier France