

Education

Master in International Marketing Jan 2021 - Present Schellhammer Business school, Estepona

Bachelor in Marketing and Communication IMBT, Rabat 2020

Baccalaureate degree in sciences 2011

Mouad Ibn Jabal, Ouezzane

Employment

3 years of experience as a regular babysitter. I worked for different families in all the area of la Costa del Sol and looked after kids starting from the age of 3months until 13 yrs.

- Overnights children in case parents want to go out and stay till late
- Take kids to school and collect them and help them with homework
- Provided encouragement and emotional support to kids..
- Dressed kids and executed other duties as assigned.

Incident Manager Dec 2014 - Sep 2019 (Morocco)

DXC Technology, Rabat

- Estimate of the business impact that can be generated following an incident.
- Ensure continuous improvement of performance indicators compared to those defined in SLAs.
- Ensure periodic monitoring of the activity and workarounds.
- Implementation of escalation rules.

Certificates

ITIL V4 Certification

A p r
2018

Nexthink Certification

F e b
2019

Skills

Excellent communication

to take negative feedback

commitment

maintain good relations

Languages

English



French



Arabic



Spanish

