SOUFIANE MESSAI

IT Support

+48 514358198
Poland
Soufianemessaipl@gmail.com
Driving license (B)

ABOUT ME

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 problemsolving for the team's success.

CERTIFICATES

- **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

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

EXPERIENCE

IT Support Specialist in French(October 2022 - March 2023)
 Concentrix
· I assisted users with troubleshooting hardware and software issues, ensuring timely resolution while identifying and resolving common technical problems such as connectivity and application errors. I logged support interactions and maintained accurate records in the ticketing system, providing clear and effective technical guidance to clients in French and English. Given that most of the work in Algeria is conducted in French, I primarily communicated in French to offer support to local users, ensuring a high level of service. Collaborating with team members, I addressed escalated technical issues and maintained up-to-date knowledge of company products to support users efficiently.

Client Services Specialist in French (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.

EDUCATION

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