



ali el mamoun

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no 1409 marjane 2 meknes

28/06/1999

Single

Moroccan

Languages

English Very Good

arabic Native Speaker

Skills

Data Entry & Management

Microsoft Excel & Google Sheets

Data Accuracy & Validation

Basic Python Programming

Automation with Python

Web Scraping

Problem-Solving and Team Collaboration and Adaptability and Multitasking

Summary

Detail-oriented Data Entry Operator and Support Agent with experience in managing and processing large volumes of data with accuracy and efficiency. Skilled in customer support, troubleshooting, and problem-solving, with a strong ability to communicate effectively and handle inquiries professionally. A novice Python programmer, eager to leverage automation and data management skills to enhance

EXPERIENCES

12/2018 -
12/2021

data entry operator

alphabetic, rabat

Accurately entered, updated, and maintained large volumes of data in company databases and spreadsheets.

Ensured data integrity by verifying and cross-checking information for errors and inconsistencies.

Managed data processing tasks efficiently, meeting deadlines and quality standards.

Used Microsoft Excel and Google Sheets for data organization, reporting, and analysis.

Assisted in automating repetitive tasks using basic Python scripts to improve workflow efficiency.

Collaborated with team members to streamline data entry processes and improve accuracy.

03/2022 -
7/10/2024

support agent

markoub, casablanca

Provided customer support via phone, email, and live chat, ensuring prompt and professional responses.

Assisted customers with inquiries, troubleshooting, and resolving issues efficiently.

Managed and tracked support tickets using a helpdesk system to ensure timely resolutions.

Maintained a high level of customer satisfaction by delivering clear and empathetic communication.

Documented common issues and solutions to improve the knowledge base and support processes.

Collaborated with internal teams to escalate technical issues and enhance service quality.

Education

18/09/2015
- 23/04/2018

High School Graduate

Ibn Al Baitar High School , meknes