

# MOHANITO Yassine

26 years old, determined to continue to learn and grow professionally.

## PROFESSIONAL EXPERIENCE

### Assistant Manager

Mars. 2022 - Mars. 2023

CALLDOTCOM | CASABLANCA

- Effectively trained and supervised 5 new employees, resulting in a 30% increase in productivity.
- Led, motivated, and supervised a team of 4 call center representatives, resulting in a 20% increase in customer satisfaction ratings.
- Managed team schedules, participated in recruitment efforts, and organized training programs for new employees.

### Bilingual Customer Service

Oct. 2021 - Mars. 2022

### Advisor Eng-Fr

CALLDOTCOM | CASABLANCA

- Provided personalized support to over 50 clients per month, resulting in a 90% customer retention rate.
- Managed reservations for more than 300 properties on international platforms, resulting in a 15% increase in revenue.
- Collaborated with international teams to provide seamless customer service in multiple time zones and languages.
- Maintained meticulous records of client accounts, resulting in accurate billing and timely payments.

### HR Intern

Jan. 2020 - Mars. 2020

MULTISAC | BOUZNICA

- Developed a job and competency framework for the organization.
- Conducted semi-structured interviews with key stakeholders to identify areas for improving HR practices.
- Completed a Master's thesis on "GPEC in HRM and its impact on company performance," receiving a distinction grade.

## SKILLS

- Ability to work independently with minimal supervision.
- Effective communication with employees and managers.
- Proficient in Microsoft Office, HTML, CSS, Google Suite, and Canva for creating content or communication materials.
- Proficient in HRIS and HR management software such as "Payroll and HR Software," Sage, Jira, Zoho CRM, etc.
- Skilled in HR project planning, organization, management, and data analysis.
- Recruitment, training, payroll, and personnel administration and knowledge of labor law and social legislation.

## CONTACT

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Morocco
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## EDUCATION

### **AWS Cloud Practitioner Programme (Ongoing)**

*alx\_africa*  
2023

### **Human Resources Management Course**

*eLearningcollege*  
2023

### **Master's degree in Organizational and Strategic Management**

*Ibn Tofail University, Kenitra*  
2021

### **Bachelor's degree in Economics and Management Sciences**

*Polydisciplinary Faculty - FPK*  
2017

## LANGUAGES

### **English**

Fluent

### **French**

Fluent

### **Arabic**

Native