



# YASSINE NUIGA

Customer Support /  
Assistant

## About Me

Highly motivated Computer Science student at 42 Network. I consider myself a responsible and orderly person. I am looking forward for more working experience.



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Firdaous, Casablanca, Morocco

## LANGUAGE

- English
- French
- Korean

## EXPERTISE

- Communication
- Active listening
- Problem solving
- Dedication
- Critical Thinking
- Stress management

## EXPERIENCE

### **Konecta/IQOS** **Casablanca - Morocco** **2022/2023**

At IQOS UK, I gained hands-on experience in guiding customers through the setup and usage of their IQOS products, providing personalized recommendations for upgrades, and swiftly resolving any issues they encountered. This role honed my ability to communicate complex technical concepts in a clear and accessible manner, ensuring customer satisfaction and retention.

### **Konecta/ITA Airways** **Casablanca - Morocco** **2023/2024**

At IQOS UK, I gained hands-on experience in guiding customers through the setup and usage of their IQOS products, providing personalized recommendations for upgrades, and swiftly resolving any issues they encountered. This role honed my ability to communicate complex technical concepts in a clear and accessible manner, ensuring customer satisfaction and retention.

## EDUCATION

**1337 Benguerir**  
Bachelor of Computer Science  
2021-now

**Dar America - Casablanca**  
Advanced English Studies and TOEFL  
preparation.  
2022-2023