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|   **Contact**

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|   | +353 899840866 |
|   | youssefbenaissa123@hotmail.com |

 **Professional summary**Customer focused , continuously navigating high-stress situations calmly and effectively. Utilising exceptional rapport building skills to develop strong relationships with customers, continuously exceeding demands and driving repeat business. Results-focused, continuously adapting and optimising to exceed KPIs. Highly creative and innovative with a passion for driving Enthusiastic, using exceptional communication and relationship-building abilities to grow. Resourceful and able to creatively solve problems, with exceptional time management skills. **Skills*** Copywriting
* Microsoft Office Suite
* Analytical
* Efficient
* Customer data analysis
* Verbal Communication
* Attention to detail

 **References**Available at request. **Language**English: Fluent (listening, reading and speaking) French: Fluent (listening, reading and speaking) Arabic: Mother tongue |   **Experience****INTERPRETER/TRANSLATOR**April 2021 TO now, woRking for translation.ie, dealing with mission of interpreting/translating to english, arabic and french at conferences, venues and GOVERNMENT offices.**Ad reviewer specialist** *May 2021* ‐ Now*Telus International, Dublin**Specialised in French, Arabic and English** Manage content of Ads from Advertisers
* Review Ads content make sure content Adhere to policies
* Processing and assessing Ads content
* Reviewing and updating policies to comply with regulations

**Store Assistant**      *Jan 2018* ‐ *May 2021* *SSP Dublin Airport** Dealing with deliveries
* Sorting deliveries to specific product recommendations
* Checking and making sure that all the product compliance with company policy
* Stock tracking, and providing reports about the products
* Update documentations in the shop
* Making orders to refill stock accordingly to the needs.

**Translator / Interpreter**      *Apr 2013* ‐ *Dec 2017* *The Islamic Cultural Centre of Ireland** Taking in charge mission of interpreter to present follow Muslims with legal and immigration authorities.
* Translating legal documents from Arabic and French language to English.

**Delivery Driver**      *Jan 2011* ‐ *March 2013* * Delivering fast same-day mail in the areas Of Preston, Leyland, Blackburn, Blackpoll and Chorley UK DBS Couriers.

**Data Base Administrator**      *Feb 2006* ‐ *Dec 2010* *Leyland*, *Preston, UK*, *UK* * Ministry of Interior, Algeria Install and maintain the performance of database servers.
* Develop processes for optimising database security.
* Set and maintain database standards.
* Manage database access.
* Performance and tuning of database systems.
* Install, upgrade, and manage database applications.
* Diagnose and troubleshoot database errors.
* Recommend and implement emerging database technologies.
* Create and manage database reports, visualisations, and dashboards.
* Create automation for repeating database tasks.
* Be available for any troubleshooting for users and on-call support as needed.

  **Lecture of Data Base** *Feb 2004* ‐ *Jan 2006* *Institute of Technology** As a Lecturer I have to provide students with the tools and concepts in understanding the concept and model of Data Base Management systems.
* Introduce them to SQL and all other concepts of building a reliable Data Base.

**IT assistant** *Feb 2000* ‐ *Jan 2004* * In charge of the Computers and software service, at the Department of Urban Planning and Rural Habitat, Algeria Maintain the smooth function of the local system Implementation and installation of hardware and software.
* Personnel training in the use of personnel computers.
* Data planning and storing.

**Education****Leaving Certificate across NFQ Levels 4/5** **Honours Bachelor Degree** **Bachelor Degree** - **Computer Science***University of Algeria***FETAC Level 5 Manual Accounts and Payroll, INSTITUTE of Technology Tallaght - TEFL English Teaching Certificate, Online Course - Category “B” Full Irish Driver's Licence**  |
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