










ADNANE SARIH

TRAM & TRUCK DRIVER

CONTACT

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-  21/01/1995
-  Moroccan
-  driving license B EC
-  Married

SKILLS

- Signaling code
- Environmental analysis
- Conduct of technical tests
- Safety procedures
- Management of traveler discomfort
- Conflict management
- Issuance and control of transport tickets
- Use of navigation equipment
- Defensive driving
- Physical resistance
- Excel
- Mastery of social networks
- Reactivity
- User information

HOBBIES

- Passion for foreign cultures
- Travel
- Music
- Photography
- Passion for cinema
- Passion for world cuisines

PROFIL

Autonomous and enthusiastic, my early experiences have allowed me to strengthen my skills and grasp various tools and techniques. Eager for new challenges, I aspire to join an organization where I can contribute my dynamism and passion for challenges. As a professional with a strong sense of organization and solid knowledge, I am looking to evolve. I can easily integrate into new work environments, thanks to a genuine team spirit and excellent listening and communication skills.

EXPERIENCES

Tramway driver, 04/2019 – until now

Casatram - Casablanca - CDI

- Announcing information to passengers in the event of disruptions in traffic, providing reassurance, and effectively managing waiting times.
- Exchanging information with colleagues to keep them informed about traffic conditions and gather line information, alerting them to any difficulties encountered.
- Checking the tram at the end of my shift to ensure no passengers are left on board.
- Monitoring the tracks to identify obstacles on the rails, detect risky behavior from pedestrians, cyclists, and motorists, paying close attention at intersections.
- Intervening in case of passenger discomfort by assessing the situation, informing the control center, and stopping the tram if necessary.
- Operating the tram, providing transportation services in compliance with quality standards, and ensuring passenger comfort throughout the journeys.
- Managing station stop times by handling the opening and closing of doors, especially during peak times, while adhering to schedules.
- Providing information to the central control about traffic conditions to facilitate the updating of schedules and planning.
- Vehicle checks before departure with a focus on safety and performance.
- Ensuring smooth and secure driving for passenger comfort.
- Managing emergency situations, such as passenger discomfort or technical malfunctions.
- Handing over found objects to the appropriate service.

IT Technician, 09/2016 - 08/2018

Megasys - Telework - CDI

- Installation of new hardware and IT equipment (software, antivirus, printers, computers, etc.), carrying out updates.
- Rapid and efficient resolution of intervention tickets to limit service interruption and guarantee customer satisfaction.
- Remote technical assistance, diagnosis, problem resolution and updating of the intervention register.
- Installation of computers and configuration of workstations.
- Diagnosis and resolution of incidents on software, hardware, systems, telephony, and networks.
- Administrative management: maintaining dashboards, inventory, and license management.

LANGUAGES

English

Operational

French

Fluent

Italian

Beginner

Arabic

Native language

- Management of the company's IT equipment (stocks, approvisionnements, équipements collaborateurs, équipements collectifs).
- Support for the onboarding of new employees: installation and presentation of hardware, software training.
- Repair of computer equipment throughout the company to limit work interruptions.
- Order, reception, and installation of equipment: PCs, tablets, smartphones, VOIP phones.
- Preparation and delivery of cybersecurity awareness workshops.
- Configuration of equipment, installation of cables, operating systems and software appropriate to users.
- Informing users about good practices in IT security.
- Resolution of level 1 IT failures, transmission to the competent department if resolution is impossible.
- Level 1 and 2 assistances for all group companies.
- Writing technical documentation, procedures and work instructions and diagrams.

Versatile cashier, 05/2012 - 01/2013

McDonald's - Casablanca - CDD

- Counting the cash drawer, organizing coins and bills for safekeeping.
- Managing customer payments (checks, cash, credit cards) and issuing receipts.
- Close collaboration with the head cashier to resolve issues and handle customer complaints.
- Managing queues to ensure smooth checkout processes.
- Supervising self-checkout counters, intervening when assistance is needed, and ensuring queue flow.
- Ensuring transaction compliance and conducting precise cash counts at the end of the day.
- Scanning barcodes with a scanner, manually entering barcodes if necessary.
- Providing a warm welcome to customers, offering product information, and answering customer questions.
- Maintaining the workstation, cleaning the conveyor belt during service if necessary.
- Welcoming customers warmly at the checkout, scanning product labels with the reader, and processing payments.

EDUCATION

Baccalaureate: Literary sciences 2012 - 2013

High school AL fadl - Casablanca

Specialized technician diploma: System Networks, 2016 - 2018

Eurelec - Casablanca