

Hanane Elhouf

Kénitra, Morocco | 0618126420

SKILLS

- Customer communication and support
- E-commerce order support
- Order confirmation and customer follow-up
- WhatsApp customer communication
- Willingness to learn new tools and technologies

WORK EXPERIENCE

Clothing Boutique — Customer Service/Sales Support

- Helped customers choose products and answered their questions.
- Supported daily boutique activities and maintained an organized work environment.

EDUCATION

- Baccalaureate — Social Sciences track (1st year)

CERTIFICATES & LEARNING

- First Aid — Moroccan Red Crescent (2024)
- AI for Beginners
- Introduction to Cybersecurity Awareness
- Currently improving English and digital/online work skills

LANGUAGES

- Arabic — Native
- French — Written communication
- English — B1 / Intermediate

INTERESTS

Reading • Cooking • Walking • Learning new skills