

# Hatim Laajini

Pankow, Berlin, Germany

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## EXPERIENCE

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### Meta (Concentrix) - Germany

November 2024 - Today

French Speaking Technical Advisor

Remote

- Provide exceptional customer support in French, assisting users with inquiries, troubleshooting issues, and resolving complaints efficiently.
- Handle customer interactions via multiple communication channels, including phone, email, and chat, ensuring a seamless support experience.
- Collaborate with internal teams to escalate technical issues and provide feedback for continuous service improvement.

### Moddule.com - Denmark

May 2024 - November 2024

Backend Developer

Remote

**Stack:** Ruby on Rails, Sidekiq, Redis, Mysql, Meilisearch, Docker

**Tools:** Github, BitBucket, Jira, DigitalOceab, Portnainer.io

- Developed multiple services, including Dropbox/SFTP uploader, Email Reader, and PDF generator.
- Implemented multiple warehouse API integration, authentication, Background Jobs, and data parsing and processing (XML/JSON/Edi).
- Handled deployment process and managed release versions on GitHub.

### Smartup Network - Türkiye

December 2022 -December 2024

Full Stack Developer

Remote

**Stack:** Ruby On Rails, Postgresql, SideKiQ, Redis, React Native, AWS.

- Managed deployment to AWS Cloud and maintained the PostgreSQL database, ensuring seamless access and robust performance for users.
- Developed a video editing tool using JavaScript and created dashboard screens using CSS, and JavaScript.
- Integrated cognitive test microservices and implemented Stripe payment gateway.

## EDUCATION

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Marketing & Economics - Ibn Zorh University/ ISTAHT Agadir -Morocco

2007-2011

Computer Programming - OpenClassrooms - France

2021-2022

Big Data with Python and CS50 - Computer Science (online courses with Harvard edX)

## PROJECTS

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E-guide Solutions: <https://e-guidesolutions.com/>

Dwain Chambers Academy Portal: <https://chambersforsport.com/>

**More projects**

<https://devhl.dev>