

Younes ABDELOUAHED
younesa@hotmail.com

PROFESSIONAL EXPERIENCE

2007-2010

Technical Support/Help Desk (Synergie Contact, Vidéotron Montréal, QC)

- Provide good customer service to phone calls.
- Troubleshoot workstation problem, configuration hardware and technical issues.
- Support customers and assist other members of the IT department.

2005-2007

Research Assistant, CRIP5 (Artificial Intelligence Lab, Department of Computer Science, The University of Paris 5)

- Designed and implemented software for a new data mining approach relies on using case-based reasoning techniques.

2001 -2005

Project Manager, eLearning Developer, 12Planet-CRIP5

- Developed and implemented a procedure and several computer programs to support the powerful chat platform for businesses willing to offer live customer service and helpdesk on their websites or intranet portals.
- Specific responsibilities included management and development of all user interface aspects of the 12Planet Chat Server, is used to setup community chat rooms, celebrity chat events, collaborative work discussion space and more real-time communication services.
- Specific responsibilities included management and development of all user interface aspects of the 12Planet Forum Server, uses persistent discussion boards to provide knowledge sharing and interactive exchange areas either in Internet, Intranet or wireless environments.
- Additional responsibilities include software sales and customer support.

April 2001 ~ December 2001

Architect, Design, Developer, 12Planet

- Developed a Java web application (MVC) module for the company Content Management System that interfaced with an open code, ALICE.
- I was responsible for managing the development of a Java web based software billing application that interfaced, via web services, eShop.
- Evaluated various multimedia software presently on the market.
- Tested and debugged programs.

June 2000 ~ August 2000

Programmer, NorsysAfrique

- Responsible for developing and maintaining an NSDK application.
- Developed call center application for service providers to track customers and invoicing.

July 1999 ~ August 1999

Web Software Developer, Kenza Institute

- Designed and developed a secure SSL web portal.

EDUCATION

2004 3rd year of Ph.D. in computer science (University of Paris).

2001 M.S. in Computer Science (University of Paris).

- 2000** B.Sc. with honours in Data processing (University of Marrakech).
1999 Bachelor of science B.Sc. (University of Marrakech).
1998 Diploma in Higher Education (University of Marrakech).
1994 High School Diplomas in Maths and Physics (College of Ouarzazate).

OTHER EDUCATION

- 2006** M.S. Engineering of Knowledge and Management of the Communities (University of Troyes)
2005 Software Quality Engineering (Institute of Paris)

SKILLS

- MS Office, MS Visual Studio, Eclipse, MS Project, Lotus Notes, Windows, Unix.
- UML, Merise, CommonKADS.
- Claroline, Moodle.
- Servlets, TCP/IP, FTP, DHCP, DNS, VoIP.
- Java/JEE, XML, C, HTML, Visual Basic, My SQL.
- JBoss, JUnit, Apache, Tomcat, IIS, WebSphere.
- Joomla, Wordpress, Mediawiki.

OTHER SKILLS

- **Information Technology:** eLearning, eMarketing, eManagement, KM.
- **Web Technology:** WEB2, Interactive and collaborative portal, Web Hosting, Intranet.
- **Languages:** French (fluent), English (good working knowledge), Arabic (native speaker).