

# Hamza Aridal



✉ Hamza.aridal@usmba.ac.ma 📞 0706865908 🏠 Ourida C N:84, 3500 Taza 📅 December 21, 1999

🇲🇵 Moroccan

Highly motivated and results-driven English teacher and developer with a strong foundation in English literature and linguistics, computer science, and technology. Proven experience in customer service, conflict resolution, and problem-solving. Skilled in creating engaging learning experiences, designing interactive content, and adapting to new technologies. Committed to delivering high-quality results and continuous improvement.

## \*\*Key Skills:

- \* Strong English literature and linguistics background
- \* Programming knowledge in computer science and technology
- \* Effective teaching methods and engaging learning experiences
- \* Excellent communication and problem-solving skills
- \* Ability to adapt to new technologies and design interactive learning materials
- \* TESOL certified from World TEFL Academy.

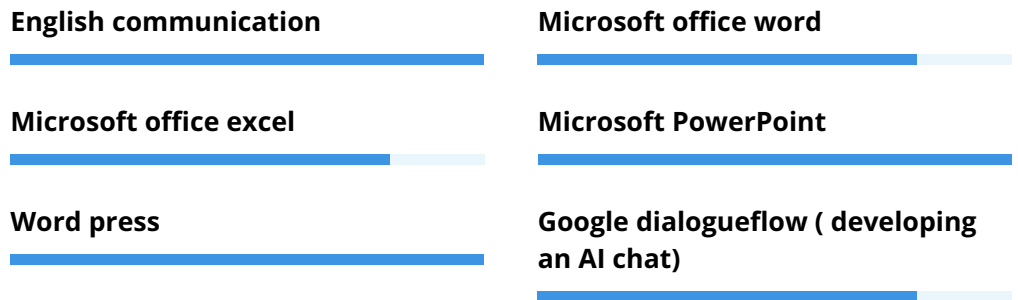
## Education

- Jan 2017 - Jun 2018** ■ **Baccalaureate in literature**  
High school ibn elyassamin, Taza
- Jan 2019 - Jul 2021** ■ **General academic studies degree in English studies (DUEG)**  
University of sidi Mohammed Ben Abdellah faculty of arts and humanities sais, Fes
- Jan 2021 - Jul 2022** ■ **High degree in English literature and culture**  
University sidi Mohammed Ben Abdellah sais, Fes

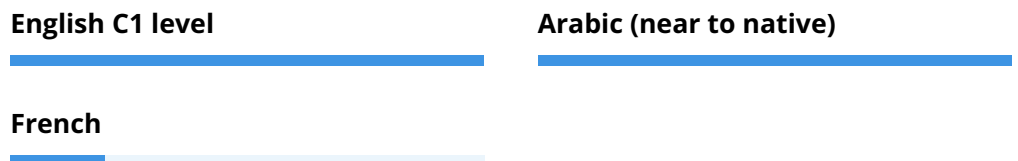
## Employment

- Aug 2022 - Present** ■ **Advisor in foundever company Rabat**  
Foundever Rabat center company, Rabat morocco

## Skills



## Languages



## Certificates

Jun 2024

### 120-Hour TESOL/TEFL Certificate Accredited course graduate

An accredited TEFL ( Teaching English as a foreign language) by World Tesol Academy.

The accreditation : ACCREDITAT & The CPD Certification Service  
UK Registered Learning Provider (UKRLP: 10087431)

Mar 2024

### Talent+ QA| Mentorship Program By Foundever company in rabat

I have successfully completed this certificate with passing the the grade of 100%

Jul 2023

### Global Data Privacy Awareness Training - All Staff (English) by foundever company in rabat

I have successfully completing this certificate with passing grade of 100%

Sep 2023

### Certificate of global security awareness

I achieve it during my first training at company foundever - rabat

May 2021

### Web developer from scratch

certificate of becoming a web developer on an educational website www.eduonix.com

Dec 2021

### Google certificate of The fundamental of digital marketing

certificate of the fundamental of digital marketing by google digital garage

## Experience

Aug 2022 - Present

### Advisor in customer care department of Accor hotels project in foundever company

#### Foundever company (ALL Accor hotels project), Rabat - Morocco

- \* Provided exceptional customer service in the Customer Care Service Department at Foundever Company for over a year and seven months.
- \* Developed strong listening and problem-solving skills, resolving customer queries and concerns through emails and phone calls.
- \* Demonstrated ability to identify customer needs and provide personalized solutions, ensuring customer satisfaction and confidence in our company's services.
- \* Collaborated with colleagues to resolve guest issues, fostering teamwork and camaraderie within the team.
- \* Took on additional responsibility as Data Privacy advisor, modifying and safeguarding guest information and personal data, and ensuring compliance with data privacy regulations.

Jan 2021 - Jan 2022

### Nour organization

#### Teacher of English, Taza

- \* Dedicated English teacher at Nour organization, with experience teaching students from diverse backgrounds, cultures, and language proficiency levels.
- \* Developed strong teaching skills, including lesson planning, adaptability, cultural sensitivity, technology integration, assessment and feedback, classroom management, effective communication, conflict resolution, and problem-solving.
- \* Designed engaging lesson plans, implemented innovative teaching methods, and adapted to changing curriculum needs and unexpected absences.
- \* Effective classroom management, established clear expectations, and promoted respect among students.
- \* Created effective lesson plans catering to diverse learning styles, adapted to changing student needs, and provided constructive feedback and assessment.
- \* Built strong relationships with students, parents, and colleagues by understanding individual strengths, weaknesses, and interests.