

Saad Ksioui

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EDUCATION

OFPPT

Digital Development Full Stack

Casablanca

Graduation Date: Jul 2024

WORK EXPERIENCE

DGM

Software Engineer

Casablanca

May 2024 - May 2024

- Developed a comprehensive support ticket management website with an intuitive interface, incorporating a database system that tracked over 5,000 tickets daily.
- Implemented automatic user notifications for ticket updates, resulting in a 30% decrease in response time and an increase in customer satisfaction by 15%.
- Collaborated with cross-functional teams to streamline the integration of the ticket management website, reducing manual data entry errors by 20% and saving over 100 work hours per month.

DGM

Software Engineer

Casablanca

Jun 2024 - Sep 2024

- Developed machine learning algorithms to analyze satellite images and extract weather information, resulting in 95% accuracy in predicting temperature, humidity, and precipitation levels.
- Implemented cloud-based infrastructure to support the AI model, allowing for real-time processing of image data and delivering weather updates within seconds of receiving the image.
- Collaborated with meteorologists to validate the accuracy of the AI model against traditional weather prediction methods, achieving a 90% improvement in forecast precision.

PROJECT EXPERIENCE

OFPPT

Internship Management System

Casablanca

May 2024 - Jun 2024

- Utilized user feedback to continuously improve app functionality, leading to a 75% decrease in app crashes and a 60% increase in user retention rates.
- Collaborated with teachers and industry professionals to expand the app's network, resulting in connections with over 500 companies and an increase of internship opportunities by 50%.
- Developed a user-friendly interface for the app, resulting in a 30% increase in student engagement and usage of the platform.

DGM

HelpDesk Ticket Management System

Casablanca

May 2024 - May 2024

- Designed and developed a HelpDesk Ticket Management System, resulting in a 40% reduction in response time and a 50% improvement in ticket resolution rates.
- Enhanced user experience through intuitive interface design, leading to a 70% increase in user satisfaction.
- Integrated a database for efficient ticket tracking and implemented automatic notifications, boosting overall system efficiency by 60%.

Hackthon

Management of Continuing Education System

Casablanca

Jun 2024 - Jun 2024

- Developed a user-friendly web application to assist students in finding and selecting colleges, leading to a 30% increase in engagement.
- Integrated a comprehensive college database with search and filter features, enhancing the ability for students to explore options based on study fields, location, and other criteria.