

Hassan HABLI

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PERSONAL STATEMENT

- **Customer and Product Support Service with 14+ years of experience**
- **Performing all kind of industrial machines maintenance on customer's sites.**
- **Former ground radar maintenance technician in the Moroccan air forces army**

Areas of Expertise

- *Maintenance of UV laser wire marking Machines*
- *Maintenance of ground radar equipment*
- *Maintenance of cooling units and heat exchangers*
- *Customer Training*

Professional Experience

KOMAX GROUP, Mouhemadia - Morocco

Technical Manager,

12/2017 to Present

- Provide an excellent customer service for all accounts, by anticipating and resolving customer issues in a manner that exceeds customer expectations.
- Coordinate with technical personnel as needed to meet customer needs, while managing customer expectations to prevent overload or missed deadlines.

LASELEC MAGHREB, Mouhemadia - Morocco

Operational Manager,

01/2016–11/2017

Manage front-end operations to ensure friendly and efficient customer service.

- Elevated availability's indicator machine from 88% to 91% within three years.
- Strategic-relationship and partnership-building skills
- Listen attentively, solve problems creatively, and use diplomacy to achieve win-win outcomes.
- Helped company attain the highest customer service ratings in all categories including communication skills, listening skills, problem resolution and politeness.

TECTRA RECRUTEMENT, BERRECHID - Morocco

Customer Service Technician

04/2015-12/2015

- Perform the preventive and curative maintenance of all laser products of Laselec
- Diagnose complex technical problems and perform on-site repair.
- Troubleshoot technical problems via telephone, and remote maintenance.
- Communicate professionally and effectively with customers.

RH-PERFORMANCES, Casablanca - Morocco
Customer Service Technician

06/2011-03/2015

- UV laser wire marking machines setting and installing
- Interpret schematics and block diagrams to analyze and troubleshoot problem machines.
- Document in detail product problems and resolutions.
- Working knowledge of how to read technical drawings and wiring diagrams.

AIR FORCE ARMY - Morocco
Ground Radar Technician

02/2002-10/2010

- Maintaining all the electronic radar equipment in an operational condition (transmitter, receiver, transmission lines, antennas and control rooms) according to safety rules.
- Troubleshooting and diagnostics of radar problems

Education and Training

Master's degree of Engineering and Industrial Management

09/2014 to 07/2015

University of Science and Technology - SETTAT

Bachelor's degree of Industrial Engineering

09/2013 to 07/2014

University of Science and Technology - SETTAT

Specialized Technician in Information System

09/2003 to 07/2006

High Institute of Information System - LAAYOUNE

Ground Radar Technician

09/1999 to 07/2002

Air Force Academy - MARRAKECH

High School Degree

09/1998 to 06/1999

High School- LAAYOUNE

Additional Information

- Willing to relocate and travel
- Good behavior certificate from the Moroccan Air force Army