

Ammour Idriss

Operations & Project Coordination | IT Support | Helpdesk

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PROFESSIONAL SUMMARY

Organized and adaptable professional with experience across operations, project coordination, IT support, helpdesk, and customer service. Skilled in troubleshooting user issues, maintaining accurate documentation, tracking tasks and progress, and working across teams to improve workflows and service quality. Brings hands-on exposure to 5S, process improvement, quality control, multilingual communication, and a software engineering background.

SKILLS

Operations & Project Coordination: Project follow-up, stakeholder communication, reporting, workflow improvement, process documentation, SOP updates, 5S

IT Support & Helpdesk: Troubleshooting, user support, ticket handling, escalation, issue tracking, remote assistance, email/chat/phone support

Tools & Platforms: Office 365, Microsoft Office, Windows 10/11, macOS, Jira, Zendesk, TeamViewer/AnyDesk, Zoom, CRM systems, Git/GitHub, Vercel, Firebase

Technical: HTML, CSS, JavaScript, TypeScript, React, Next.js, SEO basics, analytics tagging

Languages: English (Advanced), French (Professional), Arabic (Fluent), Russian (Intermediate), Spanish (Basic - Conversational)

PROFESSIONAL EXPERIENCE

Project Manager | Premium Rubber, Arnhem (Remote)

May 2025 - Jan 2026

- Planned and coordinated project activities to support on-time delivery and smooth execution.
- Communicated with stakeholders, teams, and clients to track progress, resolve issues, and maintain alignment.
- Maintained project documentation, schedules, and status updates to improve visibility and workflow efficiency.
- Identified operational issues and supported practical solutions to reduce delays and strengthen follow-up.

Operator & PPA | Sherwin-Williams, Lelystad

Apr 2023 - Mar 2025

- Supported daily operations in a manufacturing environment while maintaining workflow, safety, and quality standards.
- Applied 5S principles to improve workplace organization, efficiency, and operational discipline.
- Reported issues promptly and supported timely resolution to minimize disruption.
- Followed standard procedures and maintained accurate records to support operational reliability and continuous improvement.

Quality Control Supervisor | Tixee, Kyiv

Apr 2021 - Feb 2023

- Audited case handling for accuracy and compliance, helping improve process reliability.
- Redesigned SOPs, increasing data-processing efficiency by 9%.

- Monitored reporting accuracy, reduced complaint rates, and improved transparency across operations.

Customer Support Agent | Tixee, Kyiv

Feb 2021 - Mar 2021

- Provided support by phone, chat, and email, resolving issues with a strong first-contact focus.
- Assisted customers with system updates, service requests, and technical troubleshooting.
- Maintained accurate CRM records and ensured cases were documented consistently and in line with SLA expectations.

Digital Marketing Specialist | Click On Solutions, Kyiv

Feb 2020 - Feb 2021

- Managed data-driven campaigns and used analytics to improve online visibility.
- Updated and digitized client business information across platforms to improve accuracy.
- Produced reports and documentation to support client communication and delivery.

SELECTED TECHNICAL PROJECTS

- **MHG Security & Services | mhgss.com:** Built and deployed a Next.js web app with modular architecture, middleware, and security-focused improvements; released on Vercel.
- **PremiumRubber | premiumrubber.eu:** Built a production-ready Next.js, TypeScript, and Tailwind site with Firebase integration, SEO improvements, and Google tag analytics.
- **Alimexport | alimexport.com:** Built and launched a wholesale catalog web app with an organized data structure and direct seller contact workflow.

EDUCATION

B.Sc. in Software Engineering (IT) | Igor Sikorsky Kyiv Polytechnic Institute, Kyiv, Ukraine

Graduated: Jun 2023