

Bouchra Rhaouti

343-999-3662

bouchrarht@gmail.com

Ottawa, Ontario

“Bilingual professional with over 5 years experience in supply chain management, customer relations coordination and industrial engineering.”

WORK EXPERIENCE

Sales associate (Full time)

Sept 2024 - Present

The Brick • Ottawa, ON, Canada

- Provide exceptional customer service by greeting and assisting customers in selecting products tailored to their needs.
- Actively promote and sell a wide range of products, including furniture, appliances, and electronics, to meet and exceed sales targets.
- Process customer orders, manage payments, and coordinate delivery or pickup arrangements to ensure a seamless shopping experience.
- Address and resolve customer concerns or complaints professionally, ensuring high levels of customer satisfaction.

Production planner & customer relations coordinator

Jul 2023 - Jun 2024

Safran Electronics & Defense • Casablanca, Morocco

- Established a valid master schedule production aligning capacity constraints with demand.
- Led weekly master production schedule meetings, optimize production, and minimize delays.
- Provided accurate delivery dates to clients and facilitated weekly meetings to communicate progress and address any concerns.
- Managed the entire customer returns process, ensuring efficient handling and resolution of returns while maintaining customer satisfaction.
- Contributed to recovery plans, effectively communicating revised schedules to both internal teams and clients.
- Collaborated closely with production team leaders to address capacity constraints and assign priorities.
-

Production control engineer

Mar 2019 - Jun 2023

Safran Electronics & Defense • Casablanca, Morocco

- Released manufacturing orders for in house fabrication and assembly of parts.
- Supported and executed the planning and control process for the assembly lines and work-centers.
- Executed the master production schedule for the assembly lines in compliance with the agreed production plan order.
- Interfaced with the production planner to manage short term changes to demand plans.
- Took accountability for the coordination of critical parts with procurement team.

Industrialization & Methods Engineer

Hutchinson • Casablanca, Morocco

Nov 2018 - Feb 2019

- Ensured physical reception and start-up of tools and equipments for the industrialization of A350 composite cockpit parts.

EDUCATION

Master's degree (Canadian equivalency verified by **WES**)

National School of Applied Sciences • Fes, Morocco

Sep 2013 - Jun 2018

Major: Industrial engineering

Valedictorian

LANGUAGES & SKILLS

Languages: English, French, Arabic

Software: SAP, ERP/MRP

MS-Office: Word, Excel, PowerPoint, Outlook, Teams

Other Tools: Gantt Project, Minitab

VOLUNTEER WORK

Active Member - Nonprofit Organization

Young Moroccan Leaders of ENSAF • Fes, Morocco

Sep 2014 - Sep 2015

Actively contributed as a member of a nonprofit organization, leading donation drives to support underprivileged communities and participating in initiatives to assist those in need.

AWARDS AND HONOURS

Lean Six-Sigma Yellow Belt Certification

Safran Electronics & Defense • Casablanca, Morocco

Apr-2023

Reduced Airbus Helicopters Rework's Turnaround time (TAT) by **35%**

PROFESSIONAL REFERENCES

Available on request