

# Ahmed Esslaoui



Automation Project Manager | Customer Support Operations Leader

✉ Medslaoui14563@gmail.com ☎ +212 662 359 263 🌐 [Ahmed Esslaoui](#)

📍 Morocco 📅 24/02/1997

---

## PROFESSIONAL SUMMARY

Dedicated inDrive professional who progressed from Customer Support Agent to Automation Project Manager. First employee in the Moroccan market; helped scale operations as inDrive became the #1 ride-hailing platform in Morocco. Strong in operations leadership, process automation, COPC-aligned performance management, and customer experience. Seeking new opportunities to drive efficient, high-quality customer operations and automation initiatives.

---

## CORE COMPETENCIES

- ▶ Operations & Team Leadership
- ▶ Customer Experience (CX) and Escalation Management
- ▶ COPC High-Performance Management Techniques
- ▶ Process Automation & Workflow Optimization
- ▶ KPI/OKR Management and Data-Driven Decisions
- ▶ Quality Assurance, Coaching, and Training
- ▶ Cross-Functional Collaboration
- ▶ Project Management and Change Management
- ▶ Knowledge Base/SOP Development

---

## PROFESSIONAL EXPERIENCE

### Automation Project Manager — inDrive

Mar 2025–Present | Morocco

- Lead automation projects to optimize support workflows
- Partner with Product/Engineering to design and deploy scalable solutions that reduce handling time and improve CSAT
- Monitor impact using KPIs; iterate based on data; ensure COPC-aligned practices and documentation
- Drive continuous improvement, standardization, and knowledge base updates

### Supervisor — inDrive

2023–Mar 2025 | Morocco

- Managed day-to-day operations and performance for a support team, including scheduling, QA, coaching, and 1:1s
- Owned SLA/CSAT targets, handled escalations, and improved processes to boost efficiency and quality
- Collaborated with cross-functional teams to support market growth and policy rollout

## Senior Customer Support Agent — inDrive

2022–2023 | Morocco

- Handled complex cases; mentored junior agents; contributed to training materials and SOPs
- Helped refine macros and workflows to enhance first-contact resolution and response times

## Customer Support Agent — inDrive

2021–2022 | Morocco

- Delivered customer support for riders and drivers across multiple channels
- Maintained adherence to policies and quality standards, contributing to strong customer satisfaction

## EARLIER EXPERIENCE

---

### Restaurant Manager

Oversaw daily operations, team supervision, customer service, inventory, and training in fast-paced environments

### Hotel Manager

Managed hotel operations, ensuring excellent guest experiences and efficient team performance

## EDUCATION

---

### Two-year Degree in Economics

Morocco

## CERTIFICATIONS

---

- COPC High-Performance Management Techniques

## SELECTED HIGHLIGHTS

---

- First inDrive employee in the Moroccan market; contributed to growth to #1 market position in Morocco
- Multiple promotions: Agent → Senior Agent → Supervisor → Automation Project Manager
- Led/assisted in automation and process improvements that enhanced efficiency and customer experience