

# Nassir Kaddoura

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## SKILLS & STRENGTHS

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- Written and verbal communication
- Planning and organizational skills
- Problem solving
- Conscientiousness and patience
- Customer interaction/service
- Attention to detail
- Software/hardware troubleshooting
- Proficient on Windows OS
- Microsoft Office
- CompTIA ITF+ certified
- Google IT Support certificate
- Working towards CompTIA A+

## EDUCATION

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### NPower

**Feb. 2021 – June 2021**

- *Currently enrolled in IT workforce development program focused on obtaining IT certifications*
- *Gained knowledge regarding computer software, hardware, networks, and troubleshooting.*

*San Jose, CA*

### California State University, Sacramento

**Dec. 2020**

- *Bachelor of Arts (B.A.) Psychology*

*Sacramento, CA*

### Los Medanos Community College

**Dec. 2018**

- *AA in Liberal arts: Behavioral Science & Social Science*
- *AA in Liberal arts: Arts & Humanities*

*Pittsburg, CA*

## WORK EXPERIENCE

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### Lowe's Home Improvement

**Aug. 2016 – Jan. 2017**

*Customer Service Associate*

*Antioch, CA*

- Engaged in active listening to address all customer needs via phone/person in a polite and timely manner.
- Performed daily routine inspections in store aisles and top-shelf stock, addressing any health hazards and reporting them via work safety mobile app.
- Organized and stocked store merchandise while maintaining store cleanliness.
- Set up various promotional item displays and outdoor equipment according to company given design plans.

### Antioch Community Center

**Apr. 2015 – July 2015**

*Maintenance Staff*

*Antioch, CA*

- Prepared venues for upcoming events by setting up tables, chairs and various electrical equipment as illustrated in client approved layout plans.
- Maintained cleanliness of the building and gymnasium by completing a daily cleanliness checklist before closing all facilities.
- Treated each visitor with kindness and respect in order to build rapport and serve as an appropriate representative for the city of Antioch.