

Mohamed Elsaban

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PROFESSIONAL EXPERIENCE

| Teleperformance , Cairo EG — *Customer Service Representative*

APRIL 2021 - OCTOBER 2022

Provided customer support, efficiently resolving issues and managing data.

Improved satisfaction through effective communication.

| Second Wave Boutique, Kincardine ON — *Freelance Web Developer*

APRIL 2024 - JULY 2024

www.secondwaveboutique.com

Developed and launched a website, exceeding client expectations through effective communication and high-quality design.

EXTRACURRICULAR ACTIVITIES

| Carleton Astrophysics and Radio Club , Carleton University — *Command and Data Handling Team*

JANUARY 2024 - PRESENT

www.ca2rc.ca

Worked on CubeSat projects, enhancing project management and communication skills. Improved website functionality and contributed to team collaboration.

PROJECTS

| Guelph General Hospital Fundraising — *Chief Financial Officer*

Led a high school project that raised part of a \$20,000 goal for a local hospital.

Organized fundraising events and managed team efforts before the project ended early due to the departure of the supervising teacher.

EDUCATION

| Carleton University, Ottawa ON — *Bachelor Of Computer Science*

Cybersecurity Stream, Expected Graduation in April 2028

SEPTEMBER 2023 - PRESENT

2023 -2024 President's Scholarship

SKILLS

Customer service and support

Effective communication (written and verbal)

Data management and research

Problem-solving

Analytical thinking

Cultural awareness and sensitivity

Multilingual abilities

Proficient in MS Office

AWARDS

5th Place, National Egyptian Olympic Qualifiers - 2020

LANGUAGES

English (Fluent)

Arabic (Fluent)

German (Conversational)