HALIMO ALI

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Skills

- Leadership, interpersonal, teamwork, self-driven, motivated
- Computer: Microsoft Word, Microsoft PowerPoint, Microsoft Excel
- Multitasking and Organization
- Verbal and Written Communication
- Attention to Detail
- Collaboration and Teamwork

- HTML
- CSS
- Javascript
- React
- Git
- Github

Experience

Cluster Substitute   05/2022 - Current
UP Academy Holland | Boston, MA
- Created classroom environment conducive to learning and appropriate to student maturity and interests.
- Enforced classroom routines to keep students on schedule and operating at consistent level.
- Established and enforced rules for behavior and procedures to maintain order among students.
- Led or moderated classroom discussions and guided exploratory thought.

Concierge   05/2022 - 05/2023
Concierge Services Inc. | Boston, MA
- Entered work orders for housekeeping and maintenance issues.
- Maintained guest privacy and building reputation by keeping information confidential.
- Acknowledged and greeted guests entering or leaving building, promoting pleasant environment.
- Handled mail and package deliveries, keeping items secure.
- Answered multi-line telephone with polite tone of voice to provide general information and answer inquiries.

Customer Service Representative(Remote)   10/2021 - 04/2022
Blue Cross Blue Shields of Massachusetts | Hingham, MA
- Interacted with customers over phone daily to provide information about benefits or services, and obtained details of complaints
- Provided prompt and accurate responses to all customer inquiries regarding billing, medical benefits, claims issues, and account and service information
- Conferred with customers over the phone to cancel, reinstate or re-enroll accounts based on Customer concerns.

Substitute teacher   09/2020 - 10/2021
Horizons for homeless Children | Boston, MA
- Gain experience working with young children of all ages from infant to preschool
- Read books to class or one on one and assist in classroom supervision
- Assist with serving lunch, classroom activities and attend to children's basic needs.

Corps Member   09/2017 - 05/2021
Jumpstart | Boston, MA

- Deliver engaging curriculum and care to a classroom of 8 K-2 students
- Regular problem-solving and team planning with team of 3-4 other members
- Attend monthly trainings to evaluate Jumpstart rules for classroom to ensure quality services

Team Member   02/2021 - 04/2021
Community Co-Design | Boston, MA
• Served as a subject matter expert for resettled Somali Bantu refugee community as part of a Type II Hybrid Implementation-Effectiveness randomized controlled trials the Family Strengthening Intervention for Refugees (FSI-R), a program designed to improve mental health and family functioning among resettled families.
• Supported community engagement with research team as a liaison with middle- and high-school students in Lewiston, Maine using word of mouth and social media tools to recruit community youth for participation in focus groups, Community Advisory Board meetings, and other research activities.
• Member of Community Co-Design Team responsible for developing materials for digitization of the FSI-R using Human-Centered Design principles
• Educated Community Co-Design Team on history, values, and cultural relevance of concepts and imagery adapted for digital mHealth version of FSI-R
• Co-authored academic research manuscript under peer review for publication in the journal, *Global Health: Science and Practice.*

Participant   09/2019 - 05/2020
UTeach UMASS Boston | Boston, MA
- Worked in a team with 3 others to implement lessons in classrooms of 20-30 students
- Taught 5th grade and 6th grade math with a team of 2 others
- Observed classrooms with team and lead lessons following lesson plans
- Applied education theory to teaching in the classroom

Education

Bachelor of Science: Psychology   05/2021
University of Massachusetts | Boston

Languages

- Fluent in Somali (Mimi dialect) and English

Certifications

- web Development:HTML, CSS, and JavaScript Training - 02/2020-04/2020

Intro to G Code

- Learned web development fundamentals such as HTML,CSS,and Javascript.
- Created small projects using what was taught in class.
- Provided resources to further my own journey in web development after the program.