

HOUSSEIN NASSRALLAH

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Education

Collège La Cité

Sept 2020 - April 2023

College Degree in Computer Programming

- **Courses:** OOP in C++, C# and Java, Compilers, Operating Systems, Data Structures

Skills

- Over 7 years of experience in customer service/client service.
- Mastery in Microsoft 365 applications including Word, Outlook and Excel.
- Perfectly trilingual (French, English, Arabic).

IT Experience

STEMWorld Educational Services

Ottawa, ON

Gameplay Developer Intern – Game Developer Team

May 2021 – Aug 2021

- Developed educational games using Unity and collaborated within a team using Git.
- Conducted testing and debugging of game applications, ensuring a user-friendly experience.
- Participated in the agile development, including sprint planning, daily stand-ups, and retrospectives.

Other Experience

Elections Canada

Gatineau, QC

Embedded Agent

Aug 2024 – Ongoing

- Promoted to Embedded Agent due to demonstrated excellence and reliability.
- Provided expert support to Field Support Network Agents for complex inquiries and issues.
- Completed specialized training to develop expertise as a subject matter expert in the results team.
- Conducted extensive reading of manuals to gain in-depth knowledge of Results team responsibilities.
- Maintained primary point of contact role for field staff, ensuring effective communication and support.

Elections Canada

Gatineau, QC

Field Support Network Agent

Sept 2023 – Aug 2024

- Served as a primary point of contact for field staff, assisting them with their general inquiries.
- Participated in training sessions related to electoral processes, policies, and procedures.
- Prepared regular reports detailing interactions with field staff and challenges faced using a CMS.
- Researched/Retrieved documentation from various internal systems (e.g., GC Docs, EC Docs).
- Was selected to participate in the Account Transition project for the Returning Officers.

Bonjour Dollar

Montreal, QC

Manager

July 2018 – Sept 2023

- Became the manager within 2 years due to demonstrated initiative, reliability and strong teamwork.
- Maintained optimal inventory levels through effective ordering, restocking, and inventory management.
- Conducted staff evaluations and provided feedback, leading to a motivated and efficient workforce.
- Resolved customer complaints effectively and ensured a high level of customer satisfaction and loyalty.
- Implemented Excel sheets and graphs to analyze sales trends and enhance inventory planning.