

Mohammad Darmussa

Houston, TX 77081

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(281) 733-1722

Work Experience

Customer Representative, Part Time

TX - Houston, TX

September 2018 to March 2020

- Addressed customers' needs, advises and helps locate appropriate vehicles and accessories
- Described products, features, and demonstrates usage and operation of vehicle and accessories

Career and Job Placement - Work Study

Houston Community College - Houston, TX

June 2018 to August 2018

- Provided career and employment advising to students and alumnae
- Identified the appropriate career assessment tool to accommodate student needs
- Participated in the coordination of career and employment events, activities, and community affairs

Technical Support and Customer Service Representative

Reach - Palestine, TX

October 2011 to July 2014

- Inputted information from customer calls and onsite service visits into the company's system using software
- Resolved customer complaints and concerns with strong verbal and negotiation skills
- Improved service quality and increased sales by having a strong knowledge of company's products and services

Education

Associate in Computer Science

Houston Community College - Houston, TX

August 2018 to May 2021

Bachelor's in Management Information Systems

Arab American University - West Bank, Palestine

August 2007 to June 2011

Skills

- Technical Support
- Windows
- Time Management

- Troubleshooting
- IT Experience
- Organizational Skills
- Project Management
- Python (Less than 1 year)
- Presentation Skills
- Sales Experience
- Front Desk
- Guest Services
- HTML5 (Less than 1 year)
- JavaScript (Less than 1 year)
- Customer Service
- Computer Skills
- Cash Handling
- Mathematics
- Negotiation
- Network
- Microsoft Office
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Outlook
- Bilingual (English & Arabic) - Fluent
- Firewall
- LAN
- Network administration
- VPN
- DNS
- WAN
- Help Desk
- Operating Systems
- TCP/IP

Languages

- English - Fluent
- Arabic - Fluent

Links

<https://www.linkedin.com/in/mohammad-darmussa-9292aa187>

Awards

Dean's List Honoree / Houston Community College

May 2020

Based on my academic achievement, I have been designated as a Dean's List honoree for the Spring 2020.

Honors List Certificate / Houston Community College

December 2018

I was commended on my academic performance during the Fall 2018, 2019. Based on this academic achievement, I have been designated as an Honors list honoree.

Deans List Certificate / Houston Community College

December 2017

Because of my academic performance during the Fall 2017, 2018, I was awarded for deans list certificate, and I was selected to receive a Houston Community College Impact Scholarship.

Honors List Certificate / University of Houston - Language and Culture Center

April 2015

Because of my leadership skills and my academic achievement, I was awarded a scholarship that was valued at \$4,500.00 at University of Houston, Language and Culture Center.

Assessments

Spreadsheets with Microsoft Excel — Highly Proficient

December 2020

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Highly Proficient](#)

Analyzing data — Familiar

December 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Familiar](#)

Customer service — Proficient

January 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.