

Mohamed Reda Mahboub

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EDUCATION

University of Toronto

Honours Bachelor of Science in Computer Science

Toronto, ON

Sep. 2021 – April 2025

EXPERIENCE

Technical support

Nuvollo

August 2021

Toronto, ON

- Configured several laptops and computers before shipping them to the customer.
- Creating and sending emails to gain clarification and validation of updates
- Creating and updating company records
- Working with internal and external resources to troubleshoot, identify and develop solutions or workarounds for customer issues
- Provide administrative support, including producing weekly reports for management
- Provides updates to assist in management of hardware inventory to ensure asset control, proper deployment and maintenance

French tutor

Relais francophone

June 2021 – July 2021

Toronto, ON

- Organize weekly meetings with fellow tutors for discussion and reflection.
- Assisted other tutors in providing education and training to pupils aged 6 to 12.
- Using a spreadsheet to track student progress, I was able to keep track of their progress.

Crew member

Chipotle

June 2021 – July 2021

Toronto, ON

- Provided excellent customer service while helping the customer through the ordering process.
- Referring customers with financial problems to other colleagues for assistance.
- Assisted with in-store operations, such as assembling of delivery boxes, floor cleaning, and dishwashing.
- Recorded customer orders and repeated them back in a clear, understandable manner.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML/CSS, R

Frameworks: React