

MOHAMUD AYNAB

Columbus, OH | (614) 972-5659 | mfaynab88@gmail.com | [Linkedin](#) | [Link to Personal Portfolio](#)

CUSTOMER SERVICE SPECIALIST/CORPORATE SECURITY/FRONT-END WEB DEVELOPER

Experienced individual with a demonstrated history of working in the Customer Service, financial, and Security industry. Knowledgeable in utilizing proactive customer service strategies, maintaining a relationship with the customer/client through effective conference cycles, as well as monitoring deadlines and identifying barriers to success. Basic understanding of customer service functions. Years of experience in entering and maintaining customer databases. Excellent written and verbal communications and public relations abilities. Able to solve problems and deal with a variety of situations in a professional manner in a fast paced and changing environment. Able to define problems, collect data, establish facts and draw valid conclusions.

TECHNICAL INVENTORY

Java • Spring • Thymeleaf • JavaScript • MVC • HTML • CSS • TDD • Agile (Scrum) • Object Oriented Programming (OOP) • JSON • React • Node JS • REST APIs • Responsive Design / Mobile • Relational Databases • Source Control / GitHub • IntelliJ • Visual Studio

SOFTWARE DEVELOPMENT EXPERIENCE/PROJECTS [[GitHub Profile](#)]

Junior Software Developer/Mostly Self-Taught/Currently Enrolled in Software BootCamp at TTC OHIO

Planned, designed, and developed professionally programmed applications in collaborative team-based and independent settings, demonstrating the proficiency to earn Software Development Certificate.

Virtual Pet Shelter: Designed console application that lets users create and interact with their own virtual pets.

Java, Visual Studio, Git, Github, GitBash, TDD, OOP

Workout Builder: Designed console application that lets users build and customize personal workout.

Java, Visual Studio, Git, Github, GitBash, TDD, OOP

Arrays and Loops: Utilized knowledge of C# to solve various puzzles with array and loop methods.

Java, Visual Studio, Git, Github, GitBash

PROFESSIONAL EXPERIENCE (WORK HISTORY)

G4S Security Solutions, Columbus, Ohio (January, 2018 to February 2020)

Upscale Security Officer

- Perform security patrol of designated areas on foot or vehicle.
- Permit authorized individuals onto property while monitoring entrances and exits.
- Investigate and prepare reports on accidents, incidents, and any suspicious activity.

Randstad Staffing, Columbus, Ohio (, 2018 to December, 2018)

Consumer Banking Specialist

- Provide excellent customer service at all times. Averaged 160 calls per day.
- Averaged a handle time of 3 minutes per call.
- Process assigned work activities timely and accurately.

Teleperformance USA, Columbus, Ohio (June, 2015 to December, 2018)

Tier II Agent

- As a Tier II specialist, I was responsible for the call-floor, if a Manager was not present. Monitored 35-40 agents via a Call-Board.
- Handled escalated calls and worked to find a solution to customer inquiries. 15-25 calls per day. Processed refunds and returns in between calls.

- Troubleshooting software issues when necessary. Managed customer data on various softwares.

EDUCATION & TRAINING

The Ohio State University , Health Science (2016-2018)

TechTalentSouth, Full-Stack Software Developer (January 2022 - Present)