

Omar Habib

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415 Seneca Ct. Newmarket, ON L3X2C8

EDUCATION

York University
Bachelor of Information Technology

- Developed proficiency in MATLAB for data analysis and numerical computation.
- Enhanced skills in IT project management and system design.

January 2024 - Present

University of New Brunswick
Bachelor of Science in Computer Science

- Gained proficiency in Java programming and software development.
- Acquired skills in SQL and database management.
- Developed knowledge in data structures and algorithms.

September 2022 - December 2023

PROFESSIONAL SUMMARY

Customer service-oriented IT support professional with a strong track record in providing exceptional technical assistance and customer support. Adept at addressing customer inquiries, resolving issues, and ensuring satisfaction through effective communication and interpersonal skills. Extensive experience in troubleshooting hardware and software issues, managing classroom technology, and teaching STEM-related subjects. Skilled in building and maintaining customer relationships, delivering personalized service, and creating positive customer experiences. Multilingual with proficiency in English, Arabic, and Russian.

EXPERIENCE

STEM Minds Corp, Aroura, ON
IT Support and Teaching Assistant

- Provide IT support for staff and students, troubleshooting hardware and software issues to ensure seamless operation.
- Assist in teaching STEM-related subjects, facilitating engaging and educational activities.
- Support the development and implementation of curriculum and instructional materials.
- Manage classroom technology and ensure the smooth operation of digital learning tools.
- Guide students through technical problems and provide support on STEM projects.

February 2024 - Present

SaveWay, Fredericton, NB
Customer Service

- Contributed to team objectives in a fast-paced environment, ensuring high levels of customer satisfaction.
- Answered customer questions about sizing, accessories, and merchandise care with professionalism.
- Built customer trust and confidence through a compelling and composed demeanor.
- Provided positive first impressions to welcome new and returning customers.
- Delivered knowledgeable and friendly support throughout the shopping and purchasing process.

November 2022 - April 2023

SKILLS		LANGUAGES
<ul style="list-style-type: none">IT Support and TroubleshootingClassroom Technology ManagementJava ProgrammingSQL and Database ManagementMATLAB for Data AnalysisCritical Thinking	<ul style="list-style-type: none">Problem SolvingEffective CommunicationCustomer ServiceTime ManagementMultilingual Communication	<ul style="list-style-type: none">English: FluentArabic: FluentRussian: Fluent