

# MOUAD BEN LAHBIB

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Ottawa, K1S, Canada

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## SKILLS

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<b>Languages</b>	English, French, Arabic – All Native/Bilingual Proficiency
<b>Programming</b>	Python, Java, VHDL, Verilog, SystemC, C, Git
<b>Development</b>	Software Development, Algorithm Design, Data Structures, Debugging
<b>Soft Skills</b>	Problem-solving, Teamwork, Time Management, Communication

## EDUCATION

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<b>University of Ottawa, Ottawa, Canada</b> <i>Bachelor of Computer Engineering</i>	September 2021 - May 2025 (Expected)
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- Admitted with the Differential Tuition Fee Exemption Scholarship (\$38,000 yearly).
- Jean-Pierre Martin Memorial Scholarship granted for meritorious students enrolled in the Faculty of Engineering (\$1000).
- Developed a traffic light controller using VHDL and FSM, created the "Mealer" app for local cooks in Java, implemented Tic-tac-toe and Old Maid card games, applied DBscan for object detection, and engineered a UART design using VHDL for FPGA implementation.

## INTERNSHIPS / CO-OP

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<b>University of Ottawa</b> <i>IT Instructor (Co-op)</i>	September 2024 - December 2024 <i>Ottawa, Canada</i>
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- Trained educators in coding, technology integration, and the use of advanced tools like 3D printers, VR headsets, and robotics.
- Delivered STEM workshops in French and English, focusing on coding and engineering principles for youth.
- Developed and implemented technical curriculum, applying skills in Python, Java, and engineering design to enhance educational activities.
- Managed classrooms and accommodated students with learning disabilities while promoting University programs and building connections with educators.

<b>Nidal Info</b> <i>Computer Scientist Intern (Co-op)</i>	June 2023 - September 2023 <i>Rabat, Morocco</i>
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- Assisted customers in resolving network infrastructure issues.
- Optimized Telecoms and IT (routers, switches, PABX, IPBX, PCs, printers).
- Created a tracking tool in collaboration and coordination with the IT group.
- Provided proactive user assistance (office automation, telephony, etc.).
- Managed hardware IT equipment (workstations, printers).
- Streamlined mobile telephony management (orders, settings, user assistance).
- Demonstrated expertise in rights management (unlocking accounts, etc.).

## WORK EXPERIENCE

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### **Pragma**

*Bilingual Sales Representative*

June 2024 - Present

*Longueuil, Quebec, Canada*

- Provided technical sales support for 1-800-GOT-JUNK?, leveraging CRM tools to manage customer interactions and optimize bookings.
- Won multiple monthly contests for top performance in customer service and sales, generating total sales worth \$150,000, including a milestone \$20,000 transaction.
- Achieved an 80% conversion rate, consistently converting sales bookings into transactions.
- Coordinated between customers and truck teams to streamline communication and enhance service delivery efficiency.

### **NTT**

*Bilingual Technical Support Analyst*

June 2022 - August 2022

*Ottawa, Canada*

- Achieved high customer satisfaction rates as a team by listening, processing, and solving customer issues regarding credit and debit cards.
- Conducted customer identity verification, changed account statuses, and processed credit limit changes using online system tools.

### **Elemental Data Collection Inc.**

*Coder*

April 2022 - June 2022

*Ottawa, Canada*

- Contributed to coding survey responses into precise categories, helping companies and the Government of Canada understand public opinion.
- Reduced data entry time significantly by developing a compact and efficient Python program with a high level of tested accuracy.

*Bilingual Market Research Interviewer*

February 2022 - June 2022

*Ottawa, Canada*

- Increased the number of survey respondents by making the experience more interesting, fun, and enjoyable.
- Enhanced the data collection process significantly, achieving remarkable efficiency milestones and consistently maintaining an exceptional completion rate.