RAZAN OMER MUBARAK SIRRY

Nasr City - Cairo - Egypt

+201121733906 | razanosiri@gmail.com

Objective

A recent motivated computer science graduate seeking an opportunity that will allow me to continue learning and utilize my skills to make the best out of my potential to contribute wherever I go.

Volunteer Work

- **Al Neelain University**   June 2021 - July 2021
  Teacher Assistant
  - Taught the concepts and topics of networks and telecommunications covering topologies and network diagrams.
  - Tutored students to practically implement the configuration of networks in virtual platforms (CISCO PACKET TRACER)
  - Frequently met with faculty to develop advanced syllabus exam and guidelines.
  - Monitored each student's performance individually and communicated with professors regarding students and their progress.
- **Sudan University of Sciences and Technology**   August 2021 - September 2021
  Teacher Assistant
  - Taught Students the concepts of Object-Oriented Programming - Managed to develop students' problem-solving skills by teaching them the basics of writing and designing algorithms and implementing these algorithms into programs.
  - Tutored students individually to monitor their performance and address their progress.
  - Met regularly with professors and faculty to discuss syllabus and students concerns about their performance.

Experience

- **Abu Ghazaleh Intellectual Property**   January 2022 - March 2023
  Patent Assistant
  - Register and review patent applications including patent claims and detailed descriptions.
  - Follow up on patents to ensure that patent applications do not exceed their deadlines.
  - Register international trademarks.

- **Teleperformance Egypt Expedia Account**   June 2023 - January 2024
  Expedia Customer Service Representative
  - Book hotels, flight reservations, apply modifications or cancellations as per required policies to existing bookings.

- Deal with complaints from customers, offer appropriate solutions and alternatives within the specified period, and follow up to ensure resolutions.
- Maintain client interaction records, handle customer accounts, and file documentation.
- Follow communication protocols, rules, and policies.
- Go the extra mile to engage customers.

Education

- **Sudan University of Sciences and Technology**   **2016-2020**
  Bachelor's degree in computer science
  GPA 2.73 Second Upper

Training Courses

- Project Management Professional (PMP).
- Introduction to Networking.
- Introduction to Artificial Intelligence.
- DL 101 Introduction to Intellectual Property.
- Odoo ERP System Functional.
- Travel Industry Fundamentals.

Skills

- Teamwork and interpersonal skills.
- Problem solving and critical thinking.
- Work well under pressure.
- Ability to meet deadlines.
- Desire to learn.
- Self directed and personal integrity.

Technical Skills

- Basic network administration skills
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Google Suite (Docs, Sheets, Slides)
- Programming languages: SQL, Java, JavaScript, Html5, CSS, PHP
- Also skilled in JavaScript runtime environment (Node JS) and Restful APIs
- Database: MySQL, No SQL (MongoDB).

Projects

- **E-government Biometric Fingerprint authentication**
  Bachelor's degree project.

Languages

- Fluency in English - reading, writing, speaking and listening, also fluent in Arabic - reading, writing, speaking and listening.

Conferences

- **Sudanese Students and Young Professionals Congress (SSYP) 2022 - August** 2022
  Attendee at the SSYP 2022
  - Attended NFT/ Web 3.0 Technology session.
  - Attended smart wireless sensor networks session.
  - Attended Virtual/ Augmented Reality in life session.
  - Attended AI workshops held by the SSYP Congress.
  - Attended IOT vs Robotics debate.