

# Yassin Dahir

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## EDUCATION

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### The Ohio State University

Bachelor of Arts in Communication Technology

Track: Human Computer Interaction and User Experience (UX)

Columbus, OH

December 2023

## EXPERIENCE

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### Garda World

Columbus, OH - Security Professional

Columbus, OH

June 2022 - Current

- Monitored facility cameras for unauthorized personnel and wrote detailed reports at the end of every shift.
- Was the first point of contact for emergencies, tasks and any questions employees or visitors may have.
- Provided support to client needs with associates and management on incoming and outgoing shifts.

### Allied Universal

Security Professional

Columbus, OH

February 2022 – July 2022

- Oversaw multiple client facilities, including the entry and exit of over 200 employees and visitors a day.
- Monitored facility cameras for unauthorized personnel and wrote detailed reports at the end of every shift.
- Was the first point of contact for emergencies, tasks and any questions employees or visitors may have.

### JP Morgan Chase

Account Specialist II

Westerville, OH

October 2021 – February 2022

- Banker operation support aided our employees at over 4,700 branch locations across the nation
- Analyzed documentation for bankers regarding opening trust, estate and checking/savings accounts that required further authorization.
- I was part of a team that specializes in resolving various back-office issues regarding our employees and documentation submitted.

### Airport Terminal Services

Ramp Agent

Columbus, OH

January 2021 – October 2021

- Served a variety of aircrafts with their lavatories, filling with potable water, restocking galleys and sanitizing the plane with Zono spray.
- Improved overall departure and arrival times to and from multiple gates and maintained safety procedures.
- Operated specialist vehicles and equipment (e.g., belt loaders, tugs and de-icing equipment)
- Greeted customers at the aircraft bridge where we took important luggage such as strollers and wheelchairs directly to for immediate use.

### Best Buy

Mobile/Computer Advisor

Dublin, OH

October 2018 – January 2021

- Assisted customers in finding the right products needed for their home and creating upgrades to outdated technology.
- Built packages for incoming customers consisting of security systems, cameras, Tv's, computers and software etc.
- Met with customers and asked different questions on their current mobile plan while creating one that might fit their needs and help the customer save money with a new carrier.
- Provided support in the customer online sales of our store in the Covid-19 outbreak.

## SKILLS & INTERESTS

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- **Skills:** Microsoft Word, PowerPoint, Excel, Sales, Problem solving, Office Management, Java(intermediate) and fluent in Somali
  - **Certifications:** CompTIA A+ (My career IT - Columbus, OH)