

MOHAMMED ALSHMAYRI

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EDUCATION

BS, Computer Science

Wayne State University, Dearborn, MI

Jun 2025

3.55 GPA

WORK EXPERIENCE

Customer Service Representatives at Avis

May 2022 – Present

- Provided exceptional customer service to a diverse range of clients at Avis Budget Group in Detroit.
- Effectively resolved customer inquiries, concerns, and complaints to ensure high levels of customer satisfaction.
- Demonstrated strong communication skills in handling a high volume of customer telephone calls, addressing inquiries promptly and professionally.
- Utilized product knowledge and company policies to offer tailored recommendations and assistance to customers, resulting in increased sales and customer loyalty.

SKILLS & PROGRAMMING LANGUAGES

HTML5 & CSS
Efficiency
JavaScript
Programming Logic

Python
Problem-Solving
Computer Programing
Verbal Communication Skills

SQL
Debugging
Multilingual
Arduino

PROJECTS

My ePortfolio || Personal Website

- Created and curated a diverse range of interactive web projects, including a Tuition Calculator, Grade Calculator, Rock Paper Scissors Game, Color Mixer, Coin Flipper, and more, demonstrating proficiency in web development and problem-solving skills.

Restaurant Ordering Website || Personal Project

- Designed and implemented an interactive restaurant menu order form using HTML and CSS, allowing customers to select menu items and quantities, enhancing the user experience and facilitating efficient order processing.

AWARDS

- **Certificate of Achievement and Active Participation:** Semi-Annual 2022 Engineering Competition – Henry Ford College
- **Certificate of Achievement:** For Outstanding Achievements in History
- **Certificate of Achievement:** For Outstanding Achievements in Mathematics
- **Certificate of Excellent:** 3.5 – 4.0 Honor Roll
- **Certificate of Achievement:** Math Competition Champions
- **DBIS AWARD:** positive behavior intervention support
- **AWARD:** Honor Roll, Effort, and Citizenship