

# Ayman Agamy

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## Education

### University of Manitoba

September 2020 - January 2026

- Bachelor of Science, Major in Computer Science
- Recipient of two scholarships for the Science Students' Association Tutoring Program
- Experience Record (Co-curricular) for peer tutoring Computer Science courses

## Technical Skills

### Business & Office Tools

- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook
- Customer Support: Zendesk, LiveChat, Salesforce
- Communication: Slack, Microsoft Teams, Zoom

## Soft Skills

- Communication: Strong verbal and written communication skills in English and Arabic
- Problem Solving: Ability to analyze and solve complex problems under pressure
- Teamwork: Experience working in cross-functional team environments
- Adaptability: Quick to learn and implement new technologies and processes
- Time Management: Proven ability to manage multiple projects while meeting deadlines

## Work Experience

### SkipTheDishes, Just Eat Takeaway

January 2024 - September 2024

#### Live Operations Specialist

- Provided key point of contact for couriers, communicating effectively using live chat, phone, and email
- Optimized delivery times by supervising deliveries on the platform
- Resolved interruptions to the delivery process, both proactively and reactively
- Ensured adherence to the automatic order distribution system
- Collaborated closely with Customer Services department, local operations teams, and other Just Eat Takeaway departments to ensure seamless delivery experience

### Save On Foods

June 2022 - August 2022

#### Meat & Deli Clerk

- Provided exceptional customer service by assisting with product selection and offering recommendations
- Minimized shrink by managing inventory levels and identifying potential spoilage effectively
- Operated various wrapping and slicing machines safely and efficiently
- Maintained well-organized and visually appealing presentation of the Meat & Deli departments

### 7-Eleven

August 2021 - December 2022

#### Sales Associate

- Executed quick, accurate transactions in a fast-paced environment while maintaining exceptional customer service
- Maintained sanitary workplace adhering to Canada's Food, Drugs, and Safety regulations
- Prepared and managed orders for multiple delivery platforms including SkipTheDishes, DoorDash, and 7NOW

### Harvest International Schools

June 2018 - October 2018

#### ICT Teacher

- Taught elementary students Microsoft Office applications (Word, Excel, and PowerPoint)
- Created and graded theoretical and practical assessments
- Maintained a safe, interactive learning environment

## Volunteer Experience

### Nimbus Learning

February 2021 - Present

#### Science Students' Association Peer Mentor

- Help first and second year students understand concepts and assessments in different computer science courses at the University of Manitoba.
- Tutor of the year award for the 2022-2023 academic year with over 250 hours of tutoring support for 90+ students

## Interests

Cinematography, Video Games, and Swimming