**Mohammad Alabed**

708-248-4104 ● Chicago, IL ●  alabedmoe@yahoo.com

**EDUCATION**

**Lewis University** | Major GPA: 3.4/4.0 December 2021

Bachelor of Science in Computer Science

* **Cyber Defense Club** – Supervisor

**Purdue Northwest** August 2017 – December 2019

Bachelor of Science in Computer Science

**EXPERIENCE**

**Store Manager** February 2017 – Present

C-Side Tobacco | Countryside, IL

* Determined weekly agendas for roughly 10 employees, setting daily and monthly sales targets and solving morale issues by granting incentives to employees
* Proposed method to market the business to customers by targeting specific areas of the city known for having more orders due to regional demographics, increasing flow
* Consistently exceeded annual goals in key metrics, such as profit, sales, employee retention, customer service, as well as merchandising.

**Sales Associate** February 2016 – February 2017

LensCrafters | Orland Park, IL

* + Dealt with all customer transactions, ensuring no discrepancies in register through the integration of “double tap” feature where other employees also reviewed transactions
  + Due to my extensive understanding of customer relations allowed me to build a client base, granting me the position of top sales for two years in our branch
  + Improved employee sales knowledge through teaching coursework and giving them exposure to customer database via multiple-site training

**IT Support** August 2014 – February 2016

Tech Source | Chicago, IL

* Resolved complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more as needed
* Monitored and logged ticket status for all computer related issues ensuring a fast and quality measured resolution of every issue
* Achieved a user satisfaction rating of 4.9/5.0, higher rating that all other employees, for demonstrating stellar performance with support and customer service

**VOLUNTEER**

**Lake Katherine Nature Center**

* Assisted in various community outreach programs to elicit more of appreciation for volunteer work

**ADDITIONAL**

**Relevant Coursework:** Object-Oriented Programming, Digital Forensics, Data Structures, Operating Systems

**Technical Skills:** Java, C++, Python, HTML, Javascript, Leader in Scrub Team

**Language:** Arabic (Native)