

Mernayaser (Merna) Eldesouki
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Education

Hunter College, New York, NY

Expected May 2020

- Candidate for Bachelor of Arts in Computer Science
- Overall GPA : 3.46
- Related Courses: Computer Architecture 1, Discrete Structures, Intro to Computer Science, Software Analysis 1 & 2

Work Experience

Teach for America, New York, NY

July 2017 – August 2017

IT Operations Strategy Intern

- Created and organized spreadsheets for ongoing projects such as
 - Transition of people from a focus group to the company's Advisory Board
 - Gathering requirements to design a web portal for scheduling meetings with senior IT staff members
- Examined the company's ServiceNow database to look for strange occurrences and trends
- Created and ran test cases for AMI's AssetTrack software
- Investigated hundreds of different records from asset records to HR records
- Attended sprint planning and backlog grooming meetings relating to ServiceNow enhancements

NYC Taxi and Limousine Commission, Long Island City, NY

July 2016 – August 2016

Customer Service Representative

- Greeted clients at the door
- Assisted clients with any issues relating to their license
- Interpreted from Arabic to English for other customer service representatives
- Prepared letters to be sent out to clients

Extracurricular Activities

Hunter College Fencing Team

October 2017 – Present

Member

- Practice three times a week after classes
- Compete against schools from different areas along the East Coast
- Volunteer at the Ronald McDonald House

Crochet and Knitting Club

Treasurer

August 2017 – Present

- Design yearly budget for club finances
- Keep records of club expenditures
- Teach others how to crochet
- Participate in weekly crochet and knitting projects

National Honor Society, High School of Applied Communication

September 2015 – June 2016

Chair of the Service Committee

- Organized events to help give back to the local community
- Set up a mentoring program to help underclassmen apply to college
- Organized afterschool activities to fundraise for the school's chapter

Skills

- Adobe Certified Associate in Photoshop CS6
- Proficient in ServiceNow
- Proficient in C++
- Fluent in written and spoken Arabic and English