IBRAHIM RAOUH

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SUMMARY
Math and Computer Science Student at Fordham University, interested in Artificial Intelligence. Relevant skills in Programming, Digital Design, and Teamwork. Eager to learn and improve my skills in the Computer Engineering Field.

EDUCATION
Fordham University, New York, NY   May 2024
Bachelor of Science in Math and Computer Science | **GPA: 3.82/4.00**
Khalil Gibran School, Rabat, Morocco   September 2017 – April 2020
Baccalaureate of Science – Physics | Grade: 18.9/20

WORK EXPERIENCE
Fordham IT Customer Care, New York, NY   September 2021 – present
Support Specialist, Part-Time
- Assist administration, faculty, staff, and students who call, email, or visit the IT Customer Care Centers
- Troubleshoot issues connecting to the Fordham network by updating/installing virus software, updating windows, installing Symantec Endpoint Protection and configuring network connections
- Respond to technology-based requests with exemplary customer service skills, patience, and communication skills
- Document customer interaction to ensure proper follow through and completion of client requests
- Reliability and punctuality with regard to scheduled working hours

Moroccan Motorway Company, Rabat, Morocco   June 2019 – July 2019
Agent and IT Technician, Internship
- Maintaining the Hardware and Software used by the Agents in over 12 agencies nationally
- Constant interactions with important clients, with appeasement of delicate situations between staff and clients

AWARDS AND HONORS
Dean's List   Fall 21, Spring 21, Fall 20
Faber Scholarship   September 2020 – May 2024
First National Prize at Game development competition (SupInfo University)   March 2019

LEADERSHIP AND ACTIVITIES
Fordham Computer Science Society, New York, NY   September 2021 – present
Research Director, Fordham University
- Prepare, organize, and lead over 15 computer science related events for club members every semester
- Maintain communication with all 1000+ club members on the Discord Server and Email lists
- Record and maintain all hardware and software belonging to the CS Society
- Maintain research initiatives for the club throughout the school year

Fordham's Ram Craft Project, New York, NY   September 2020 – present
Volunteer and Assistant coordinator, Fordham University
- Design and build a 1-1 recreation of Fordham University's Campuses
- Develop skills in coordination, working in groups remotely, and task managing

PROGRAMMING LANGUAGES
High Proficiency: Python, C, C++, HTML/CSS
Medium Proficiency: Java, JavaScript, Swift
IDEs: Visual Studio Code, XCode, Eclipse, VIM, VI

SKILLS AND INTERESTS
Technical: Microsoft, Apple & Google suites, Graphic design, Adobe Suite, Agile Scrum, Automation with Python
Languages: Arabic (Native Proficiency), English (Bilingual Proficiency), French (Full Professional Proficiency)
Interests: Travel, 10+ Years playing Piano in National Gendarmerie Conservatory, Orchestra, Running