Nor Malak Mezroud

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Objective

Fourth-year Information Systems and Informatics student with a solid foundation in technology and growing expertise in software development, data management, and systems analysis. Seeking an internship in software engineering, data analytics, or IT systems to apply technical knowledge, enhance problem-solving skills, and contribute to innovative technology solutions.

Education

College of Staten Island (CUNY) — Bachelor of Science in Information Systems
Expected Graduation: Spring 2026

- Relevant Courses:
  - Business: ACC 114, BUS 160, BUS 215, ECO 111, ECO 112, POL 597, POL 100, SOC 100
  - Technology/Math/Science: CSC 126, MTH 123, MTH 231, BIO 180, BIO 170, ISI 300, CSC 226, CSC 223,
  - General Education: ENG 111, ENG 151, COM 100, SPN 112

Skills

Technical Skills

- **Programming & Data:** Python, SQL, Java, C++, R (basic), Data Structures & Algorithms, Database Management (MySQL, SQLite)

- **Web & Systems:** HTML, CSS, JavaScript (introductory), APIs, System Analysis & Design

- **Tools & Platforms:** Git/GitHub (version control), Excel (advanced functions, pivot tables), Tableau/Power BI (data visualization), JIRA (project tracking), Google Workspace, Microsoft Office Suite

- **Cloud & IT Fundamentals:** AWS (introductory), Networking basics, Cybersecurity fundamentals, Operating Systems (Windows, Linux)

Soft Skills

- Problem-solving and analytical thinking

- Team collaboration and leadership

- Clear communication (written & verbal)

- Organization, adaptability, and time management

Experience

AM EXPRESS– Private Moving Company
Staten Island, NY | 2022 – 2024

- Oversaw end-to-end operations including scheduling, logistics coordination, and invoicing using digital tools (Excel, Google Sheets) to track and manage workflows

- Designed and implemented streamlined processes that improved efficiency and client satisfaction by reducing scheduling conflicts and delays

- Applied problem-solving and analytical thinking to optimize resource allocation and meet customer needs under tight deadlines

- Developed strong leadership, communication, and project management skills while managing teams and client relationships

Web Development Intern – HatsForSales.com
Remote | Summer 2025

- Assisted in building and maintaining website features using **HTML, CSS, and JavaScript** to improve user experience

- Supported backend development tasks and basic database management with **SQL/PHP**

- Collaborated with senior developers to debug issues, optimize site performance, and implement updates

- Gained hands-on experience with version control tools (**Git/GitHub**) and Agile-style project workflows

IT Support Assistant
Algiers, Algeria | 2020 – 2021

- Provided basic technical support for hardware and software issues, improving system uptime

- Assisted in installing, configuring, and troubleshooting operating systems and applications

- Helped maintain local networks and ensured data backups were performed regularly

- Supported staff in using Microsoft Office and Google Workspace tools effectively

Sales & Customer Service Representative
Algiers, Algeria | 2019– 2020

- Handled customer inquiries and transactions, using digital POS and inventory systems

- Developed strong communication and problem-solving skills through direct client interactions

- Collaborated with team members to meet sales goals and improve customer satisfaction

- Gained experience using Excel for tracking sales and generating performance reports

Projects & Coursework Highlights

Python Data Analysis Project – CSC 220

- Built a Python program to analyze sales datasets and generate summary statistics

- Utilized libraries such as **Pandas** and **Matplotlib** to clean, process, and visualize data

- Automated repetitive data-entry tasks, reducing manual workload by 30%

C++ Banking System Simulation – CSC 126

- Designed a console-based program to simulate deposits, withdrawals, and balance tracking

- Applied object-oriented principles to improve program structure and reusability

- Strengthened debugging and logical problem-solving skills through iterative development

Cybersecurity Fundamentals Lab – CSC 223

- Configured a **virtual network environment** to test and apply security principles

- Completed penetration testing labs, including SQL injection and password-cracking exercises

- Implemented a **basic firewall and encryption system** to secure user login data

Web Portfolio Website (Personal Project)

- Designed and deployed a personal portfolio using **HTML, CSS, and JavaScript**

- Integrated responsive design for mobile and desktop compatibility

- Hosted project on **GitHub Pages** to demonstrate web development skills

SQL Database Management Project – BUS 215

- Designed and normalized a relational database to track inventory and customer orders

- Wrote **SQL queries** to extract insights, generate reports, and support decision-making

- Improved data organization and retrieval efficiency through schema optimization

Task Management App (Personal Project)

- Developed a simple **to-do list application** with Python and SQLite database

- Implemented CRUD (Create, Read, Update, Delete) operations for task tracking

- Focused on user-friendly design and data persistence

Cybersecurity Awareness Campaign (Group Project)

- Researched common cyber threats (phishing, malware, social engineering)

- Created an interactive presentation and **simulation of phishing attacks** to educate peers

- Proposed security best practices to reduce risks in a campus IT environment

Excel Data Dashboard Project

- Designed an **interactive Excel dashboard** with pivot tables and charts to visualize sales performance

- Automated monthly reporting through formulas and macros

- Improved data-driven decision-making by presenting KPIs in a clear format

Languages

Fluent in English, Arabic, and French