

MOHAMMED ALJAROUDI

10 Bradshaw Drive, stoney creek, Ontario L8J 0K7

1-519-732-3917 | mo3.ajx@gmail.com

 github.com/meojax

Experience

- **Concentrix** 2021 August - Present
Technical Support Advisor
 - Investigate cases handed down by internal partners
 - Educating clients about products and processes
 - Acknowledge customer concerns and offer a resolution/path to resolution
 - Make entitlement decisions based on standards of practice, policy, legal considerations, and best practises, and explain these conclusions to the customer verbally
 - Explain and sell agreements to customers who are eligible for agreement plan
 - Schedule appointments for customers with selected service option
 - Coordination and implementation of initiative training and one-on-one training
 - When necessary, transfer or consult to all essential parties to take over cases where their training and skill set are required to achieve a resolution/path to resolution
 - Solving technical customer problems
 - Mentoring new colleagues
 - Customer outreach to follow up on current cases
 - T1 IOS/T1 Mac

Skills

- Ability to work under pressure. Can handle stressful situations with ease.
- Capable of taking the initiative of leadership.
- Bilingual
- Careful attention to detail and precisness in documentation.
- Excellent computer knowledge, in both Mac/Windows.
- Reliable work ethic and attendance.
- C#
- Javascript
- OracleSQL
- Linux/VMware(Kali-linux)
- Python
- Bootstrap
- WordPress

Projects

- **VueLamp website - no backend**
A simple website that turns on and off a light using a button and clean assets.
- **Social media management agency website**
This project was done for a friend, I built them an agency website using WordPress and this is the best website I've built so far, mostly utilizing WordPress features, some markup language usage here and there to fix certain things. Designed all assets from scratch. Had some animations implemented on the website, setup the domain/hosting and custom domain email.
- **Watch eCommerce Store**

Built a multi page website that sells luxury watches using bootstrap and had a fade in left side animation, I built this website to play with CSS animations, and also build a burger menu using JS that appears only on cellphones. I also tried improving responsiveness using media queries since I had a large monitor, so I tried setting up media queries as the screen got smaller using the responsive feature in the brave browser. I also built it to practice my Javascript. This project is WIP(Work-in-progress)

Education

- **Gonzaga High School** 2015-2018
Diploma
- **Mohawk College** 2019
Business marketing
- **Centennial College** 2022
Software engineering