

Kareem Alameen
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EDUCATION

Bachelor of Science – Computer Science September 2019-September 2022
Caleb University

Masters of Science - Applied Modelling and Quantitative Methods M.Sc. January 2023-present
Trent University , Peterborough, Ontario

Technical & Language Skills

- Web Development Technologies (HTML, CSS, JavaScript, React, Node ,MongoDb, MsSQL)
- Microsoft Word (Tables, Charts, Lists, Graphics)
- Microsoft PowerPoint (Sideshows, Animation)
- Canva (Presentation Design ,Design Infographics, Document Design, Social Media Graphics)
- Capcut (Video Editing)

Personal Projects

Personal portfolio Project

- Designed the architecture of the project, including the front end using React, the back end using Node.js, and the database integration.
- Ensured a cohesive and scalable structure for the project to handle user interactions seamlessly
- Integrated a database into the project to store user messages and other relevant data.
- Implemented functionality to save user messages to the database.

Work Experience

Customer Experience & Social Media Manager January 2023 - December 2023
ZKTECO WEST AFRICA

- Managed and created content for various social media platforms including Instagram, Facebook, Twitter, and LinkedIn.

- Strategically developed and executed impactful campaigns to enhance brand visibility and engagement.
- Produced engaging content for newsletters and blogs, ensuring consistent communication with the audience.
- Collaborated with the marketing team to develop comprehensive social media roll-out plans for the introduction of new products and solutions.
- Produced tutorial videos for the organization's YouTube channel, serving as educational resources and enhancing the brand's online presence.
- Engaged with customers through inbound calls, assessing their needs, and effectively allocating leads to Business Development Managers, facilitating seamless customer interactions.
- Engaged with customers directly through various social media platforms like Instagram, Facebook, Twitter, and LinkedIn.

Additional Experience

Arcade and Restaurant Manager

August 2019-2021

JEKAPLAY

- Ensured all arcade games are functional, well-maintained, and comply with safety regulation
- Collecting payments for game tokens, food, and drinks, processing transactions accurately, and reconciling cash drawers.
- Taking customer orders in the restaurant, coordinating with kitchen staff to prepare meals, and serving food and drinks to tables.
- Building positive relationships with regular customers, addressing feedback or complaints promptly, and ensuring a pleasant experience for all patrons.
- Compiling daily sales reports, tracking revenue from game tokens and food sales, and submitting financial records to management.
- Monitoring beverage inventory levels, restocking the fridge with drinks and other refreshments, and ensuring availability of beverages for customers.

Customer Service Representative

December 2022

AFROTAINMENT PRODUCTION

- Selling tickets for an event at a strategic location, engaging with potential patrons, and processing ticket purchases efficiently.
- Assisting ticket patrons with inquiries, providing information about the event, venue directions, and addressing any concerns they may have.
- Handling cash transactions, processing payments for ticket purchases accurately
- Providing on-site support during the event, such as directing attendees to their seats, answering questions, and assisting with any issues that arise.