

Mohammed Samod

3407 Lombardy Dr, Wylie, TX 75098 | 469-358-7833 | Moesamod@gmail.com

Professional Summary

Highly motivated individual with a passion for technology and the propensity to adapt quickly in a high stress environment. Proficient in a customer facing role due to an ability to retain business through hands-on attention to customer needs, strong follow-through and extensive knowledge of available offerings.

Education

- Highschool Diploma – Wylie High School
- Certified Nurse Assistant/CPR certified
- Coding bootcamp at SMU
- Self-taught in various applications and computer programs
- Bilingual – Fluent in English and Amharic (can read and write in Arabic)

Skills & Abilities

MANAGEMENT

- Worked as on call manager for capital one bank. Proficient at de-escalation and resolving complex calls regarding any discrepancies in customer accounts, while maintaining outstanding QA compliance. Assisted in training new staff on operating procedures as well as how to resolve customer inquiries.

PROGRAMS

- JavaScript, HTML, CSS, Node.js, React.js, Express.js, MySQL, MongoDB, jQuery, Bootstrap, Foundation, Heroku, Customer Service, MS Word, Power-point, Excel, Outlook and Office365, Network configuration.

Achievements

- Employee of the year at Medical City of Plano
- Multiple time employee of the month at Lyn-ridge Memory Care
- Top performer at Capital one bank and promoted to manager
- Purple belt in Brazilian Jiu-Jitsu

Experience

SECURITY GUARD | XOXO | 03/2021 - CURRENT

- De-escalate situations
- Situational awareness
- Secure premises and personnel
- Assertive and direct
- Professionalism
- Provide customer service by assisting customers with simple requests

- Assist in training new staff

SR. COORDINATOR | CAPITAL ONE BANK | 09/2016 – 05/2018

- Assisted customers with various banking accounts such as Checking, Savings, and Line of credit accounts.
- Resolved complex escalation calls, regarding any discrepancies in customer accounts, while maintaining outstanding QA compliance.
- Assisted in training new staff on operating procedures as well as how to resolve customer inquiries.

PATIENT CARE TECH | MEDICAL CITY OF PLANO | 03/15 – 09/2016

- Assisted Nurses with vital signs and blood sugars.
- Assisted in preparing patients for cardiac surgery.
- Assisted patients' post-surgery on the cardiac floor of the hospital
- Assisted physical therapist during therapy sessions

CERTIFIED MEMORY CARE NURSE | LYNRIDGE ASSISTED LIVING | 01/14 – 03/2015

- Assisted dementia patients with daily tasks, making sure they were comfortable and following daily routines.
- Monitored vital signs every day and reported to nurse on duty
- Assisted patients with daily living activities

CERTIFIED NURSE ASSISTANT | GARNET HILL REHAB CENTER | 01/12 – 01/2014

- Assisted residents and nurses with daily tasks
- Monitored vital signs of residents