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Bellingham, WA

EDUCATION

Western Washington University

Bachelor of Science in Operations
Management and Information
Systems
2025

Kwantlen Polytechnic University

Associate of Science in
Mathematics
2020
Engineering Certificate
2016

TECHNICAL SKILLS

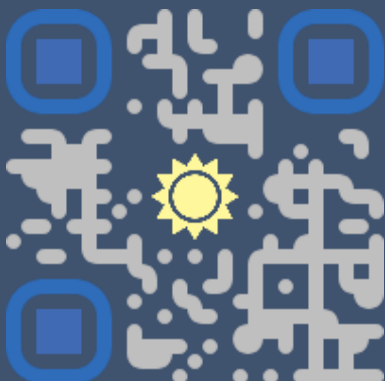
Network Administration

Database Configuration and
Visualization

Microsoft Office, Visio, Project

Full Stack Webpage Deployment

Scan the QR code to visit
<https://hoss.cloud>



NIZAR HOSS

Highly accomplished and results-driven professional with a robust background in operations management, customer service, and strategic planning, seeking to leverage my astute knowledge of technology and proven track record in driving innovation to bring business objectives to life. I have consistently delivered sustainable competitive advantages through differentiated customer experiences, strategic leadership, and value-added activities. I am adept at identifying improvement opportunities, coaching teams for continuous growth, and am eager to bring my unique blend of experience, technical skills, and business acumen to a progressive organization where I can contribute to its growth and success through strategic innovation; balancing stakeholder interests to achieve operational excellence.

CORE COMPETENCIES

- Customer Service
- Interpersonal Skills
- Leadership
- Value-Added Activities
- Operations Management
- Quality Assurance
- Strategic Planning
- Business Acumen
- Team Player
- Goal-Oriented
- Attention to Details
- Strategic Planning

EMPLOYMENT EXPERIENCE

Customer Service Supervisor | T-Mobile USA | December 2021 - Present

- Strategically and systematically conducting differentiated customer experiences
- Coaching and developing agents to continuously seek improvement opportunities within their daily activities
- Leading trainings to align customer service operations with strategic objectives
- Handling escalated customer requests by balancing the interests of stakeholders

Assistant Manager-Field Operations | Vivint Smarthome | June 2017-July2021

- Team leader responsible for onboarding and training new recruits
- Deepening relationships with customers and coworkers to achieve mutually beneficial outcomes
- Collaborating with technicians for learning opportunities and continuous improvement
- Considering customer demand forecasts from sales team and lead time from suppliers to maintain office inventory for weekly operations
- Standardized process for managing technician inventory replenishments and maintaining inventory integrity through weekly reconciliations

Membership Representative | Steve Nash Fitness World | August 2016-June 2017

- Implementing a strategy to source high quality sales leads and increasing business prospects by 35%
- Effectively reaching out to and scheduling walk-through appointments with potential customers
- Providing a differentiated customer experience in acquiring and retaining a loyal clientele, exceeding monthly sales targets by 50%
- Recognized among top performers across 22 corporate locations

PERSONAL PROJECTS

Custom Voice-Activated AI Assistant

- Integrating OpenAI's Whisper for voice transcription to listen for and transcribe home automation commands
- Feeding the transcription into a Large Language Model that has access to smart home devices and is trained to execute commands
- Customizing a text to speech system using Piper to verbalize the response of the LLM

Custom Voice-Activated AI Assistant

- Utilizing Python scripts to import information about stocks into a remote SQL database
- Querying information on stocks to find candidates for investment

Telecom 10-K Analyzer

- Designing and deploying a custom web application that is trained on financial reports within the telecommunications industry
- Using natural language processing to answer questions in a relevant fashion
- Visit <https://ask.hoss.cloud>