

YASSINE OUHNI

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EDUCATION

Boston University

Bachelor / Computer Science

Boston, MA

Aug 2023

- **Relevant Coursework:** Programming with Java, Data Structure, Computer Architecture, Web Development (HTML/CSS/JavaScript), Information Structure with Python

Year Up

Information Technology Track

Boston, MA

July 2020

- **Relevant Coursework:** Computer Information Systems; Business Communications; Business Writing; Public Speaking; Customer Service; Career Development and Interpersonal Relationships

PROFESSIONAL EXPERIENCE

Liberty Mutual Insurance

Software Engineer Intern

Boston, MA

June 2023 – September 2023

- Develop interactive and visually captivating user interfaces for Liberty Mutual's web applications using HTML, CSS, and JavaScript, resulting in heightened user engagement and satisfaction
- Collaborated cross-functionally to troubleshoot and debug code, ensuring seamless integration and functionality across multiple platforms
- Spearheaded the implementing of responsive web design principles using HTML5, CSS3, and JavaScript frameworks, optimizing performance and usability across desktop and mobile platforms

Harvard Business School

Teaching Support Associate

Cambridge, MA

August 2020 – May 2021

- Recorded, tracked, and resolved service tickets in ServiceNow system accurately
- Performed an average of 5 pre-teaching check-ins per day for professors to ensure classes were ready to start
- Facilitated in Zoom tests to get familiar with the application and find workarounds to better assist professors and students

Harvard University Information Technology

Front Desk Technician, Walk-In Support Center

Cambridge, MA

January 2020 – July 2020

- Performed technical tasks related to Wi-Fi connectivity, advanced printing configuration, and helped with set up and management of Harvard's single sign-on accounts
- Resolved 90% of the Service Now tickets on the first contact without the need for escalation
- Triageed Zoom, VPN, Microsoft applications, and connectivity problems for clients on a daily basis while providing exceptional customer service over the phone during the university's closure of campus

SKILLS & CERTIFICATION

Technical Skills: HTML, CSS, JavaScript, jQuery, Bootstrap, Java, Node.js, Express.js, Python, Data Structure and Algorithms, MySQL, Microsoft Office Suite 2016, Microsoft Windows Operating Systems, Mac OS, Android, IOS, and Good Understanding of Computer Networking (TCP/IP Protocols)

Professional Communication: College-level training in teamwork, time management, e-mail etiquette, oral presentations, customer service, and conflict resolution

Additional Languages: Berber (native), Arabic (fluent), French (conversational)