

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

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: English (fully proficiency), Arabic (Native), French (conversational)

PROFESSIONAL EXPERIENCE

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
- Triage 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