

# Mohammad Jouban

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## Professional Summary

High school senior with hands-on experience managing household environment, volunteering in community service, and providing customer support. Skilled in organization, time management, communication, and problem-solving. Seeking opportunities to gain professional experience, develop leadership skills, and pursue a career in business and law.

## EXPERIENCE

### Customer Service Representative – USA5STAR.SHOP – 2021–2025

- Managed inventory worth over \$20,000
- Assisted with customer inquiries regarding online sales
- Increased customer order satisfaction by 20%
- Built an Excel inventory system that cut shipping time to one day and stopped canceled orders from inventory errors.

### Dog Caretaker – Neighbor – 2024

- Cared for multiple dogs by feeding, providing fresh water, walking twice daily, and maintaining cleanliness.
- Ensured pets' health and well-being through consistent attention to their daily routine
- Developed responsibility, time management, and reliability by independently managing multiple tasks each day

### STAR Club Volunteer – Carteret High School – 2024

- Participated in a community park cleanup organized by the school's Army recruiter, collecting and disposing of over 5 bags of trash to improve local public spaces.
- Assisted in preparing materials and coordinating tasks for club activities, ensuring events ran smoothly.
- Strengthened teamwork and communication skills by collaborating with peers to complete volunteer projects efficiently.

### Digital Organization Project

- Organized files across 3 platforms (Google Drive, OneDrive, Files app) for faster access.
- Cleaned 5+ devices and removed unused apps to improve speed and storage.
- Set up 2 backup systems (Google Drive and iCloud) to protect important documents.

## SKILLS

Bilungel  
Research  
Google Docs  
Problem-solving  
Time management

## AWARDS

10 Honor Rolls - Carteret High School (2023–2025)

## LANGUAGES

English Fluent  
Arabic Fluent

## CERTIFICATIONS

Adult CPR/AED - Kingsborough College  
Data Models and Pipelines - Google

## EDUCATION

Carteret High School, Carteret, NJ  
Expected Graduation 2026  
English 3 Honors 2024  
English 4 Honors 2025  
GPA 3.6

## KEY SKILLS

✓ Communication  
✓ Analytical thinking  
✓ Financial Management  
✓ Leadership and Teamwork  
✓ Organization and Planning