

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

