

Muhammad Albalooshi

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Career Objective

Motivated and hardworking individual with hands-on experience in customer service, teaching support, and IT. Eager to contribute strong communication, teamwork, and service-oriented skills to a professional team.

Work Experience

Teaching Assistant, Management & Computer Science, University of Minnesota (Online)

2024 – Present

- Assisted professors in Management and Computer Science subjects
- Helped explain complex topics to students in an online setting
- Supported class activities, assignments, and learning materials
- Provided peer guidance and academic support

Waiter Captain, Aram Cafe

10 months

- Supervised wait staff and ensured smooth service operations
- Assisted in customer service and order accuracy

Cashier, Aram Cafe

4 months

- Managed cash register and handled customer payments
- Provided friendly and efficient customer service

Education

Computer Science Diploma, University of Minnesota (Online), In progress
High School Diploma, Al-Imam Al-Samhoudi High School, 2017, Excellent

Languages

Arabic: Excellent, **English:** Good, **Urdu:** Beginner

Skills

- Microsoft Office:** Proficient in Word, Excel, and PowerPoint
- Basic IT Skills:** Completed workplace computer training and ICDL certification
- Communication:** Clear and professional when dealing with customers and colleagues
- Teamwork:** Works well in team environments, especially under pressure
- Problem-Solving:** Quick to find solutions and stay calm in challenging situations
- Time Management:** Able to handle multiple tasks and meet deadlines
- Customer Service:** Friendly, patient, and service-focused in all customer interactions

Courses & Certifications

- English Proficiency (Level A2)** – EF Education, aligned with CEFR standards
- English Language Course** (Beginner–Intermediate) – Taibah University (24 days, 72 hours)
- IT Course in the Workplace** – Doroub (Microsoft Office), 50 training hours – Completed on 02/05/2020
- International Computer Driving License (ICDL)** – Basic Skills, Edraak and Specto – Completed on 02/05/2020
- Principles of Business Administration** – Taibah University (16 days, 48 hours)