



About Me

Detail-oriented professional with experience in trust & safety, finance, experimental research, sales, and data analytics.

Developed a great interest in the intersection of psychology, UI/UX design, and technology through previous academic and professional experiences.

Proud immigrant, empath, and deeply passionate about diversity, equity, and inclusion.

Skills

- Digital Advertising
- Personable Communication & Leadership Styles
- Python (Basic)
- Figma & Wireframes
- Notary Public & NMLS License
- Trilingual (English, Chaldean, Arabic)

Expertise

- Canva Graphic Design
- Gathering Solutions and Presenting Insights
- SPSS Statistical Software
- Qualtrics Survey Software
- Google & Microsoft Office
- Data Management/Datasite Dashboard
- Program Management with Multiple Stakeholders

Achievements

Sept 2021 | Google/YouTube
Achievement of Strongly Exceeds Expectations/Outstanding Impact

Oct 2020 | Google/YouTube
Founding & Board Member of YouTube's Culture Club

May 2020 | Huntington Bank
Highest Branch Revenue Share 159% to Goal

Jan 2020 | Huntington Bank
Top Monthly Sales Performance of 878k in Investments

Work Experience

Sept 2020-

Present
2 years

Quality Assurance Analyst | Google

- Directed 4 separate teams for YouTube's Trust & Safety (Graphic Violence, Medical Misinformation, Political Misinformation, & Deceptive Practices)
- Established liaison between different stakeholders to prepare and communicate product changes, action items, product launches, goals, and expectations
- Setting up, measuring, and seeking resolutions for quality standards by analyzing data, communicating quantitative insights, and assure a fully functional user-friendly quality program
- Improve key performance indicators by evolving the quality assurance system to better identify, measure, and improve opportunities in processes, tools, and training

Dec 2018-

Sept 2020
2 years

Branch Relationship Banker | Huntington National Bank

- Established strong rapport as well as built relationships with consumers and business clients to encourage long-term business.
- Executed operational activities such as international and domestic wires, issuing debit cards, and lead team of bankers to operate efficiently.
- Worked closely with loan officers, business bankers, and financial advisors to increase sales and ensure customer needs were met.
- Built an ongoing professional relationship with both new and existing clients by providing timely follow-up regarding their banking experiences.

Mar 2016-

Jul 2020
4 years

Research Lab Instructor | Wayne State University

- Conducted and administered research projects utilizing analytical data programs such as SPSS and survey building platforms such as Qualtrics.
- Duties include running lab sessions, building and analyzing surveys, creating and posting advertisements, providing lab instructions, analyzing collected data, interpreting and presenting analysis.
- Lead a team of 3-5 researchers under Dr. Boris Baltes' Lab (Department Chair) investigating personality, emotion, and behavior within I/O psychology & Dr. Stephanie Spielmann researching various aspects of romantic relationships.

Jan 2016-

May 2018
2 years

Student Success Advisor | Wayne State University

- Psychology Academic Support Services (PASS) provides tutoring or other educational services for students in psychology related courses.
- Lead a team of 20-30 mentors that had been carefully interviewed by a part of my team and I through a 3-step process. As the leader, I scheduled mentors' office hours and managed events that encouraged students to utilize the programs resources in which helped build a solid foundation.
- Each mentor was trained and worked individually with students to deliver first hand perspective on successfully majoring in psychology as well as discussed and planned personal academic goals.

Education

2021-2022
1 year

UX/UI Design Professional Certificate

University of Michigan

- Completing all seven User Experience Design/User Interface Courses

2014-2018

4 years

Bachelor of Arts in Honors Psychology

Wayne State University

- Major GPA: 3.8/4.0 | Dean's List 2016, 2017, 2018
- Honors Thesis in Human Computer Interaction
- Departmental Honors within the Irvin D. Reid Honors College
- Awarded the Psychology Distinguished Achievement Scholarship
- Honor of Outstanding Service to the Department as President of Psychology Academic Student Services (PASS) & President of Psi Chi International Honors Society