

Mohamed Omer

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"I strive for continuous improvement, instead of perfection"

SUMMARY OF QUALIFICATIONS

With over 7 years of experience in problem-solving and customer support across aviation, sales, and IT, I bring a strong background in aerospace engineering technology and expertise in software deployment and UNIX/Linux systems. I excel in diagnosing and resolving technical issues, managing support tickets, and maintaining clear communication with users and teams. My detail-oriented approach, advanced scripting skills, and flexibility for 24/7 support ensure effective and efficient technical assistance.

EDUCATION

BEng in Aerospace Technology | Sept 2014 - Dec 2016 **HND Diploma in Aeronautical Eng** | Sept 2012 - June 2014
Coventry University | Coventry, UK Emirates Aviation University | UAE, Dubai

WORK EXPERIENCE

MOMER DESIGN - PRODUCT DESIGNER UIUX (FREELANCE)

| MomerDesign | Toronto, Ontario | Mar 2020 - Present

- Freelance Product Designer with expertise in UI/UX design processes, branding identity, and web and graphic design
- Conducting user research and gathering functional requirements to solve problems.
- Developed unique product designs, incorporating branding and meeting clients' preferences and vision.
- Adhered to a user-centered design approach, prioritizing user needs and using design sprints to address potential problems and focus on specific customer segments. Portfolio available at www.MomerDesign.com

SHOPIFY - TECHNICAL SUPPORT SPECIALIST

| Toronto, Ontario | March 2023 - Aug 2023

- Delivered technical support to Shopify merchants and partners, handling platform and account issues.
- Resolved advanced technical problems and escalated when needed to meet service standards.
- Gained deep knowledge of Shopify for efficient troubleshooting and solutions.
- Worked with developers and product managers to address complex issues and ensure timely resolutions.
- Led training sessions and webinars for partners to maximize platform use and growth.
- Kept detailed records of interactions and managed support tickets to boost efficiency.
- Used expertise in desktop imaging, Windows 10/11, and Active Directory for improved troubleshooting and support.
- Managed Active Directory accounts and permissions for secure access to resources.

AIR CANADA - CEM/ITD MANAGER

| Toronto, Ontario | Aug 2018 - Mar 2020

- Lead technical teams, providing guidance and support to Baggage and ramp crews.
- Boosted productivity for nearly 300 employees by using Excel for detailed operational reporting and planning.
- Monitored live data and communicated updates to RMU & GTAA to ensure smooth operations.
- Assigned flights to staff based on plans and departure sheets, identifying real-time issues.
- Ensured clear communication of flight details to staff for efficient task execution.
- Addressed staffing and operational issues, implementing risk management to minimize disruptions.
- Collaborated with bag room managers to optimize workforce efficiency and resource use.
- Managed punch-in procedures and daily planning, resolving real-time issues and preparing for future challenges.
- Oversaw ITD recall dashboard and coordinated baggage retrieval to improve customer satisfaction.

COLLINS AEROSPACE SYSTEMS - CONTINUOUS IMPROVEMENT ENGINEER

| Dubai, UAE | Jan 2017 - Mar 2018

- Helped develop planning documents and redesign shop floor cells for new A380 landing gear capabilities.
- Managed evacuation system overhauls using TRAX ERP, ensuring safety and compliance.
- Monitored TRAX for alerts on EVAC slides and coordinated with engineering to maintain safety and efficiency.
- Prepared/updated monthly production plans, coordinating with SMOs and logistics for timely maintenance and accurate TAT.
- Implemented process improvements in the world's largest evacuation slide overhaul shop to reduce waste and enhance efficiency.
- Led projects to create standard procedures for machinery and assisted with slide overhaul production planning and monthly department meetings.
- Updated documents and manuals, and redesigned customer feedback assessments, boosting feedback by 35%.