

# Mahmoud Soumah

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## EDUCATION

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**St. John's University** St. Joseph, MN  
**Bachelor of Arts** in Global Business; Minor in French Anticipated graduation date: May 2025  
*Honors Student*

## PROFESSIONAL EXPERIENCE

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**College of Saint Benedict and Saint John's University** Collegetown, MN  
Classroom and AV Technician May 2022 - Present

- o Provided faculty and staff with on-the-spot technical support for classroom technology during malfunctions as requested, using multimedia and systems training.
- o Managed office equipment including DVD/CD duplications and conversion while updating appointments and processing work orders.
- o Operated equipment for audio and video recording requests, resulting in file transfers and edits sent to clients as requested.

**Finish Line** St. Cloud, MN  
Sales Associate/Customer Service March 2021 - Present

- o Responsible for managing revenue profits of \$5-10 thousand during shift closings by balancing drawers and identifying discrepancies.
- o Apply interpersonal and intercultural skills when assisting customers with questions regarding product stock and completing purchases.
- o Facilitate training sessions for new employees in cohorts of 2-4 on systems and operations, merchandising, and inventory.
- o Recommend additional products to customers using knowledge of fashion and accessories, while adhering to sales requirements.

**College of Saint Benedict and Saint John's University** Collegetown, MN  
Painter Assistant May 2023 - August 2023

- o Designed an innovative process for transporting supplies among sites, gaining manager approval for the change.
- o Trained and mentored late-season applicants to excel in their new roles, relieving busy managers during season's peak.
- o Consistently brought a positive and joyful attitude into a stressful workplace, ensuring coworkers enjoyed their hours on site.

**College of Saint Benedict and Saint John's University** Collegetown, MN  
Event Assistant August 2021 - May 2022

- o Electronically checked in event guests ranging from 20-400 attendees, ensuring tickets being presented were validated.
- o Oversaw seating arrangements, directing event team on setup layouts, accommodations, and cleaning expectations pre- and post-event.

**Chipotle** St. Cloud, MN  
Crew Member July 2020 - March 2021

- o Established a welcoming atmosphere for customers by greeting and attending to customer needs during their visit.
- o Worked in a fast-paced environment, ensuring that team members were well informed of changes and concerns as they arose.

**Pizza Depot** St. Cloud, MN  
Kitchen Staff/Cashier & Delivery Service September 2019 - July 2020

- o Delivered freshly made pizzas in a timely manner, resulting in high customer satisfaction.
- o Closed out customer orders and balanced cashier's drawer at the end of each shift to account for accuracy.

**Coborn's** Sartell, MN  
Front End Associate September 2018 - August 2019

- o Supervised self-checkout area to confirm all products were scanned while addressing customer concerns in a timely manner.
- o Served as a cashier, checking out guests and providing support for missing shelf items, directing guest to products.

## LEADERSHIP EXPERIENCE

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**Black Men's Success Initiative, Minnesota Private Colleges** Saint Paul, MN  
Eddie Phillips Scholar May 2023 - May 2025

- o Selected as one of two students at Saint John's University to receive leadership development skills and a two-year \$10,000 merit award.
- o Partake in cohort programming such as engaging in networking opportunities, participating in a summer leadership course, and attending the Big XII Conference on Black Student Government.

## STUDENT ENGAGEMENT EXPERIENCE

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Black Student Association August 2022 - Present  
French Club August 2022 - Present  
African Student Association August 2021 - Present  
Saint John's University Soccer Team August 2021 - Present

## VOLUNTEER EXPERIENCE

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**Saint John's Kids Fighting Hunger:** Volunteer April 2023

- o Worked alongside fellow students to prepare and package food for community members, which included distribution.

**Sartell Soccer Association:** Volunteer Coach November 2019 - November 2022

- o Served as support for head and assistant coaches as a team alumni to support students' skills and team development in soccer.