

Skander Helali

Doha, Qatar

Nationality: Tunisian – DOB: 22/04/1998

Phone: +(974) 3316-6926 ■ Email: skander.helali@qatar.tamu.edu / skander@helali.me

Website: <https://helali.me>

4TH YEAR ELECTRICAL ENGINEERING STUDENT – GRAD. MAY 2020

EDUCATION

❖ TEXAS A&M UNIVERSITY

Doha, Qatar

Bachelor of Science in Electrical Engineering, Minor in Mathematics

8/2016 - 5/2020

GPA: 3.317/4.0

- **Activities:** IEEE, Member and past Treasurer ■ Eta Kappa Nu (HKN), Honor Society Member - Inducted Fall 2017
 - **Engineering Enrichment Program (EEP):** Introduction to Arduino, Introduction to Python, LabVIEW Associate Developer, Microsoft Visio for Engineers, Programming Raspberry Pi with Python, CNC Laser Cutting, Wooden Works with CNC Router, 3D Laser Scanning, 3D Printing.
-

EXPERIENCE

❖ TEXAS A&M UNIVERSITY, ELECTRICAL ENGINEERING DEPARTMENT

Doha, Qatar

Undergraduate Research - Center for Remote Healthcare Technology (CRHT)

01/2019 to present

- Develop a smart, non-invasive hand tremor sensor that can detect the onset of hyperglycemia.
- Integrate and develop an application for hypoglycemic event tremor detection on an Android Wear powered watch.

Supervisor: Dr. Khalid Qaraq: khalid.garage@qatar.tamu.edu

❖ DIRECTLY EXPERTS, SAMSUNG MOBILE / ELECTRONICS

Doha, Qatar

Online Technical Support Representative – Part-Time/Flexible

09/2016 to 01/2019

Providing one-on-one technical support and user assistance online for a range of Samsung products including Smartphones, Tablets, Smartwatches, and Smart Home Appliances through the Directly Experts platform.

Key Contributions:

- Fully resolved over 150 customer support tickets without re-routing to Samsung reps.
 - Maintained an 85+ CSAT (customer satisfaction) rating and over 500 endorsements from fellow experts.
 - Provided a set (30) of training templates and answers to generic customer questions for the Samsung automated help bot to decrease response times and reduce the need for support representatives.
-

❖ QATAR PETROCHEMICAL COMPANY (QAPCO)

Doha, Qatar

Summer Internship

06/2018 to 08/2018

- Took part in an eight-week summer internship program that emphasized the practical applications of classroom theory and engineering skills in the petrochemical industry. The program involved industrial training in the QAPCO Mesaieed plant along with a series of workshops addressing technical and soft skills.
 - Toured the electrical substations and facilities of the QAPCO plants and analyzed the plant's single line diagram.
 - Led a team of 6 to 2nd place in a safety awareness competition and presented our solution to the CEO of QAPCO.
-

ACHIEVEMENTS, KNOWLEDGE, AND SKILLS

- **Technical Skills:** C, C#, C++, Python, Java, MATLAB, LabVIEW, Verilog, Microsoft Office, Arduino, Raspberry Pi.
- **Languages:** Arabic (Native), English (Fluent – Native Proficiency), French (Fluent), Spanish (Working Proficiency).
- **Volunteering and Events:** Carnegie Mellon University Hacking Games 2017 Contestant, Hamad Hospital Dialysis Centre Volunteer (30 hours).
- **Awards and Achievements:** Inducted to IEEE-HKN (Eta Kappa Nu) for academic achievement (Fall 2017), Distinguished Student Awards (Fall 2016, 2017), Qatar National Robot Olympiad 2nd Place Winner (October 25th, 2014), Honored at the Childhood Cultural Center National Day Event (December 18th 2014).
- **Conferences:** Presented: "Gender Divide in Qatar: Analysis, Causes and Effects": Research Paper/Conference Presentation (Liberal Arts International Conference 2018, Doha).