

# Hi, I'm Ahmed Mohieldin.

I try my best to ask good questions. Sometimes, I get interesting answers.

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BSE in Computer Science | University of Pennsylvania | Class of 2018

## Experience

### Information Technology Specialist

Wharton Computing | September 2015 – Present

Developed critical fixes used campus-wide

Developed software solutions for several faculty and PhDs

### Seasonal Customer Support Representative

You Need a Budget (YNAB) | December 2017 – February 2018

Achieved 94% user happiness rating across 534 replies on Help Scout

### Product Manager (Intern)

Wharton Research Data Services (WRDS) | May 2016 – November 2016

Led cross-functional team to create alternate user interface

Developed and applied fix for 50,000 user accounts using Python and SQL

### Local Production Assistant

The Daily Show with Trevor Noah | July 2016

Led and trained team of 10 to log over 300 pages of footage during the DNC in Philadelphia

## Extracurriculars

### Administrative Coordinator

Performing Arts Council Executive Board | March 2015 – March 2016

Rewrote constitution to be more effective and user-friendly

Increased efficiency of council meetings to make them 2x faster

Introduced training on mental health and sexual assault prevention for all 46 groups

### Chairman

Theatre Arts Council | March 2015 – March 2016

Mediated interpersonal conflicts involving mental health, sexual assault, and bullying

Reintegrated the previously isolated ethnic theatre groups into the community

### Producer and Board Chairman

One Acts Festival | October 2014 – March 2015

Led and managed 60+ member cross-functional production staff

Turned a dysfunctional seven-group collaboration into a beloved, sold-out success

Introduced online ticketing and payment to Penn performing arts groups

Introduced an enduring organizational culture

## Coursework

### Needfinding (Integrated Product Design 509)

Conducted ethnographic user research on a variety of user experiences

Pitched to Hershey's executives on strategy and positioning

### Data and Analysis (Marketing 212)

Consulted for bra company Harper Wilde on how to enter the underwear market

Used qualitative analysis (needfinding and ethnographic user research) and quantitative analysis (conjoint, factor analysis, etc.)

### Brand Strategy (Marketing 278)

Assessed Allbirds' sources of brand equity

Recommended ways to improve and leverage Allbirds' brand equity