

# MAZEN BAYOUMI

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## PROFESSIONAL SUMMARY

I am a Management Information Systems student at San José State University with a strong interest in the intersection of technology and business. With nearly five years of experience as a supervisor and swim instructor at Calphin Swim Academy, and four years as a varsity swimmer in high school, I have developed excellent time management, leadership, teamwork, and problem-solving skills. I bring a solid foundation in management, customer service, and marketing, and I am eager to leverage my skills to drive innovation, improve efficiency, and contribute to organizational success.

## WORK HISTORY

### Private Instructor, 05/2025 - Current

#### Self-employed – Fremont, CA

- Built strong relationships with clients and families through clear communication and customer service.
- Managed scheduling, lesson planning, and progress tracking independently.
- Excellent time management.
- Evaluated curriculum effectiveness, recommending improvements to optimize student outcomes and satisfaction.

### Front Desk, 01/2025 - Current

#### Calphin Aquatic Club – Fremont, CA

- Greeted and assisted customers and parents in person and over the phone.
- Used computers and office software such as ICP and Microsoft Excel to maintain records and handle transactions.
- Assisted families with program enrollment and scheduling.
- Reduced scheduling conflicts by 90% each shift and met customers' needs while maintaining work standards.

### Supervisor/Swim Instructor/Lifeguard, 05/2021 - Current

#### Calphin Aquatic Club – Fremont, CA

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows, supervising 8–10 swim instructors/staff and more than 200 students per shift.
- Improved customer satisfaction by responding to inquiries within my shifts and resolving 95% of concerns without escalation. Also kept the student fail rate below 10%.
- Implemented safety protocols and maintained compliance with industry standards, resulting in zero major safety incidents on any of my shifts.
- Increased enrollment rate and marketed our company to new customers with good marketing and persuasion skills.

## EDUCATION

### Bachelor of Science: Management Information Systems (MIS), Expected in 05/2027

#### San Jose State University - San Jose, CA

- Awarded [Dean's Scholar]

#### Relevant Coursework:

- Python Programming and Business Applications of Excel
- Financial & Managerial Accounting
- Fundamentals of Management & Organizational Behavior
- Business Law & Political Science
- Calculus, Statistics, and Algebra for Business

## SKILLS

• Training and mentoring	• Public speaking & Customer service
• Negotiation & Conflict resolution	• Staff management
• Complex Problem-solving	• Strategic planning
• Python & Excel experience	• Effective communication

## CERTIFICATIONS

- Healthcare Literacy: Navigating Medical Care course certificate
- Lifeguarding with CPR/AED for Professional Rescuers and First Aid Certificate
- Everfi Financial Literacy course certificate
- Deck Supervisor of the year - Calphin Swim Academy
- Athletic Award- American High School varsity Swim
- Mission Valley All-League Selection- Spring 2023 Swim
- Certificate D'Honneur, Certificate de Merite- Le Grand Concours

## LANGUAGES

English (Native)

French (Limited Working)

Arabic (Native)