

Maya Al Hourani

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CORE COMPETENCIES

- **Problem Solving:** Researched knowledge bases to resolve high-volume queries; applied MITRE ATT&CK and threat modeling to analyze adversary tactics in coursework.
- **Security Fundamentals:** CompTIA Security+ (in progress), Cisco Network Security: Core Security Concepts, and ethical hacking principles.
- **Written & Oral Communication:** Delivered a final pitch to school deans, bank directors, and program alumni; produced clear technical responses in live customer support.
- **Quantitative & Technical Ability:** Proficient in Python, Java, C, JavaScript/TypeScript, SQL; built full-stack and network application (TCP/UDP Chatroom, Match Madness).
- **Initiative & Ownership:** Pursued Security+, Cisco, and IBM Z certifications beyond degree requirements; self-directed exploration of ethical keylogging.
- **Cross-Functional Collaboration & Leadership:** Led teams of 4–6 across technical and competitive environments (Valorant esports, CSUS web team, RBC Fellowship).
- **Time Management:** Time Management: Managed live support alongside coursework and team leadership; coordinated logistics for 90+ matches and 3 tournaments per season.
- **Resilience Under Pressure:** Delivered accurate results in fast-paced settings, from live support triage to competitive tournament play.

EDUCATION

Western University, London, ON, Canada

June 2026

BSc - Specialization in Computer Science, Minor in Software Engineering

Relevant Coursework: Data Structures and Algorithms, Operating Systems, Cyber Threats & Mitigation, Computer Networks.

SKILLS

Programming Languages: Java, Python, C, JavaScript, TypeScript, SQL, PHP, HTML & CSS, Assembly.

Certifications: CompTIA Security+ (Expected August 2026), IBM Z Xplore Concepts, IBM Z Xplore Advanced, Cisco - Introduction to Cybersecurity, Cisco Network Security: Core Security Concepts.

Frameworks and Tools: Postman, Linux, Figma, Adobe Photoshop, MS Office.

Hobbies: Esports, psychology, photography, music, gym.

WORK EXPERIENCE

Western University - Office of the Registrar, London, ON, Canada

Helpline Staff | September 2024 - May 2026

- Provided real-time live chat support to a high volume of customers, resolving inquiries related to enrollment, records, and academic services.
- Independently researched internal knowledge bases and resources to deliver accurate, confident answers to minimizing wait times and escalations.

St Clair College - St Clair Saints Valorant Esports Team, Windsor, ON, Canada

Head Coach | May 2024 - May 2026

- Led a competitive esports team of **6 players**, overseeing practice schedules, scrimmages, and game strategy while designing individualized development plans that improved player performance, teamwork, and leadership across the roster.
- Served as primary liaison between the team, program management, and league administrators, ensuring full compliance with eligibility, academic, and conduct standards while coordinating logistics for **90+ matches, 3 tournaments per season**.

LEADERSHIP EXPERIENCE

RBC Design Thinking Program - Western University, London, ON, Canada

Design Thinking Fellow | September 2024 - December 2024

- Selected for a competitive cohort (**acceptance rate <8%**) to apply **design thinking frameworks** toward solving the challenge "How might we use technology to enable people to enhance public safety?".
- Led a 4-person cross-functional team in designing a mobile app addressing water scarcity on Indigenous reserves, culminating in a final pitch to school deans, bank directors, and program alumni.

Computer Science Undergraduate Society, London, ON, Canada

Vice President of Internal Affairs | May 2023 - April 2024

- Led **four web developers** in the redevelopment of the club website using **JavaScript and React.js**, resulting in an improvement in the user experience.
- Organized networking mixers and skill workshops, collaborating with event coordinators to create social media invitations and promotions, **resulting in a 30% increase in student engagement**.

PROJECTS

[Match Madness](#) | *Personal Software Project*

- Built a **full-stack** recreation of Duolingo's "Match Madness" mini game using Python (Flask) and JavaScript (React.js), implementing real-time matching logic and dynamic data management for word definitions.

[TCP & UDP Chatroom](#) | *Computer Networks Project*

- Built a multi-client chatroom using **TCP and UDP protocols** to demonstrate socket programming, message broadcasting, and client-server synchronization in real time.

[Python Keylogger](#) | *Personal Software Project*

- Developed a small **Python script** using pynput to log keyboard events locally as part of learning ethical keylogging and cybersecurity concepts.