

Hanae Bouazza

hanaebouazza@trincoll.edu | hbouazza@umass.edu | www.linkedin.com/in/hanae-bouazza/

EDUCATION

University of Massachusetts Amherst

Doctor of Philosophy in Economics

Cumulative GPA: 3.950

Certificates: Successful completion of the doctoral comprehensive exam in Macroeconomics

Amherst, MA
Expected May 2025

Trinity College

Bachelor of Arts in Economics, double major in Mathematics

Cumulative GPA: 3.998

Honors: President's Fellow for the Mathematics Department for the 2019-2020 academic year; Faculty Honors: Fall 2017, Spring 2018, Fall 2018, Spring 2019; Phi Gamma Delta Prizes in Mathematics; Phi Gamma Delta Teaching Fellowship

Hartford, CT
Graduated May 2020

Tunxis Community College

Associate Degree in Business Administration

Cumulative GPA: 4.0/4.0; Honors: Valedictorian Class of 2017, Phi Theta Kappa; Kappa Beta Delta

Certificates: Accounting; Finance

Internships: Volunteer Tax Preparation VITA Program

IRS Certificate 2017

Farmington, CT
Graduated May 2017

Université Mohamed V

Professional Master's Degree in Communication

Rabat, Morocco
Graduated June 2012

EMSI

Bachelor's Degree in Telecommunications, Industrial Engineering Option

Rabat, Morocco
Graduated June 2003

ISTA Hay Riad

Associate degree in Computer and Telecommunications Business

Rabat, Morocco
Graduated June 2001

EXPERIENCE

University of Massachusetts Amherst

Research Assistant (Prof. Polin and Prof. Ash)

Amherst, MA
Summer and Fall 2022

- Update teaching material of the graduate level class of applied econometrics (Econ 753)
- Replicate and update papers for Econ 753's lab
- Explore developments in the relationship between inflation and growth

Head Teaching Assistant for Intermediate Macroeconomics (Prof. Skott)

Spring 2022

- Prepare and conduct weekly discussion session and office hours
- Proofread exams and solutions to exams before publication
- Grade written assignments and exams

Teaching Assistant for Introduction to Microeconomics (Prof. Friedman)

Fall 2021

- Prepare and conduct weekly discussion session and office hours
- Grade written assignments and exams

Teaching Assistant for Introduction to Macroeconomics (Prof. Van Den Berg)

Spring 2021

- Prepare and conduct weekly discussion session and office hours
- Grade written assignments and exams

Teaching Assistant for Introduction to Macroeconomics (Prof. Tonak)

Fall 2020

- Prepare and conduct weekly discussion session and office hours
- Assist professor Tonak during Zoom webinars by answering students' questions live

Trinity College

Teaching Assistant for Basic Econometrics

Hartford, CT
Fall 2019-present

- Provide support to the professor in lecture by organizing materials and answering questions
- Lead tutoring sessions and assisting students with class assignments and reviewing final projects

Teaching Assistant for Calculus II

Spring 2019

- Conduct a weekly two-hours TA session providing homework and exam reviews
- Create custom study guides for students before exams; Grades quizzes and provides feedback to the professor

Administrative Assistant, Student Success and IDP

Fall 2017-present

- Efficiently reconciled Bank statements for Director of Student Success
- Analyze student data for retention and student success purposes
- Approves current students and alumni requests to access Handshake database

Tunxis Community College*Administrative Support, Admissions Office*

Farmington, CT

2016-2017

- Assisted new and transfer students through the admissions process in person and over the phone.
- Lead campus tours to emphasize the value of Tunxis education
- Filed student records and supported students through the admissions process

Maroc Telecom*Project Team Manager*

Rabat, Morocco

2009-2014

- Developed and implemented policies and procedures; Process improvement initiatives to bolster retention rates and increase customer satisfaction.
- Prepared and evaluated CRM reports to identify problem areas.

Supervisor

2007-2009

- Monitored daily activities of 10 customer support teams.
- Analyzed customer feedback to make progress changes as requested by clientele.

Customer Service Representative

2004-2007

- Achieved customer satisfaction rating of 99%, exceeding corporate target.

SKILLS

Language: Fluent in Arabic, English, and French*Computer:* Microsoft Excel, LaTeX, MATLAB, EViews, Stata, and R.