Elie Youssef

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Cybersecurity Analyst Intern at Deloitte with experience in ISO 27001, information-security audits, and GRC consulting. Skilled in Python, AI, and data automation, with strong analytical, communication, and teamwork abilities developed through cybersecurity and client-facing roles.

Professional Experience

Cybersecurity Analyst Intern

Deloitte   *April 2025 - Present*

- Assisted in implementing and auditing ISO 27001 controls, ensuring clients met information security management standards.

- Supported cybersecurity risk assessments by identifying control gaps, reviewing evidence, and preparing compliance reports.

- Collaborated with consultants to develop and update IT and information security policies aligned with ISO 27001, NIST, and other frameworks.

- Participated in client engagements covering governance, risk, and compliance (GRC), and contributed to remediation plans.

- Conducted vulnerability and risk analysis using standardized assessment tools, and summarized findings for management review.

- Coordinated with multidisciplinary teams to deliver cybersecurity advisory services as part of Deloitte's consulting practice.

Customer Service Representative

Touch Lebanon   *August 2023 - April 2025*

- Delivered front-line support and technical assistance for Lebanon's leading telecom provider, resolving mobile, internet, and broadband issues.
- Managed high-volume inquiries across multiple channels while maintaining professionalism and accuracy under pressure.
- Collaborated with technical and sales teams to escalate complex cases and enhance overall customer satisfaction.

Education

Master of Science in Computer & Communication Engineering   October 2022 - June 2025
Lebanese International University

Bachelor of Science in Communication Engineering   October 2018 - June 2022
Lebanese International University

Key Skills

- AI, Natural Language Processing (NLP) & Machine Learning Python Programming
- ISO 27001 Implementation & Auditing
- Governance, Risk & Compliance
- Security Operations & Risk Analysis
- Customer Support & Client Interaction
- Microsoft Office Suite (Excel, Word, PowerPoint)