

George Zakkak

San Diego, CA | gyzakkak@gmail.com | +1 (619) 519-8576 | [LinkedIn](#)

Summary

A dedicated and detail-oriented professional with a strong background in operations management, project management, and data analysis. Passionate about leveraging technology to streamline operations and optimize business strategies. Eager to apply insights and technical acumen to drive innovation in the field of information systems and data analysis through my expertise in strategic planning, team leadership, and process optimization to drive efficiency and productivity in a dynamic organization

Education

San Diego State University

B.S. Business Management Information Systems

San Diego, CA

Aug. 2020 – (Expected) Dec. 2024

• **Cumulative GPA: 3.3 / 4.0; Major GPA: 3.6 / 4.0**

• **Relevant Coursework:** Object Oriented Programming, Systems Analysis & Design, Artificial Intelligence, Data Management Systems, Statistical Analysis for Business, IT project Management, Web Development, Internet & Data Communications, ER

Skills & Interests

- ❖ **Languages/Technologies:** Project Management (Project MS, Microsoft Azure, AWS, ERPs: SAP/Workday), Microsoft Apps (Excel, Word, PowerPoint, Teams, SharePoint), Data Analysis (MS SQL, Tableau, Power BI), Programming Languages (Python, Familiar with Java and C++), Web Development (HTML, CSS, JavaScript), Network Configuration/Security (TCP/IP, VPN, Firewall), LAN/WAN/WLAN Management, GitHub, Amazon Web Services
- ❖ **Soft Skills:** Critical Thinking and Problem Solving, Operational Strategy Development, Team Leadership and Supervision, Customer Relationship Management, Risk Management and Compliance, Cross-functional Collaboration, Bilingual (English, Arabic)
- ❖ **Organizations - SDSU:** Association of Information Technology, Cybersecurity Club, Middle Eastern and North American Club
- ❖ **Interests:** AI/ML, Public Speaking, Community Service, Cooking, Calisthenics, Guitar, Travelling, DIY home Improvements

Professional Experience

Amazon

Technical Management Intern / Quality Assurance

Ontario, CA

Onsite / May 2024 – Aug. 2024

- Developed and implemented data-driven operational strategies using SQL and analytics tools, improving system efficiency by 20% and reducing operational costs by 15%
- Led cross-functional teams in optimizing workflow through automation and cloud-based project management platforms, enhancing order processing speed by 31% and team productivity by 25%
- Improved sprint efficiency by 20% and ensured the on-time delivery of 95% of key initiatives by utilizing Agile methodologies to track and manage project milestones over a 10-week period

M.O.E (Mikhail Ogawa Engineering)

System Analyst Intern / Data Management

San Diego, CA

Remote / Jan. 2024 – May 2024

- Conducted system and process analysis using data integration tools and SQL queries, improving operational efficiency by 20%
- Provided technical support, troubleshooting Windows OS and configuring secure VPN access, achieving a 95% first-time resolution rate
- Analyzed datasets using SQL and data visualization platforms, producing insights that drove a 12% improvement in client satisfaction

Wells Fargo

Banker-Teller / Retail Banking

El Cajon, CA

Onsite / Oct. 2022 – May 2024

- Processed high-volume transactions, utilizing banking software and CRM systems to maintain a seamless user experience and minimize error rates to less than 0.01%
- Boosted digital engagement by promoting mobile banking platforms and digital transformation initiatives, increasing adoption by 35%
- Analyzed customer data using CRM tools and analytics, improving cross-sell opportunities by 15% and maintaining a 95% satisfaction rate

Leadership & Professional Development

- ❖ **System Analysis Project – San Diego State University** May 2024
 - Analyzed project management systems to identify inefficiencies, proposed Power BI integration for real-time data visualization, and targeted a 40% reduction in data entry errors and enhanced financial tracking.
 - Defined and implemented KPIs to achieve a 40% improvement in budget accuracy and project delivery, created data flow diagrams (DFDs) to streamline reporting, and aligned system enhancements with strategic goals to increase operational efficiency and profitability
- ❖ **CompTIA A+, Network +, Data + – In Progress** Dec. 2024
- ❖ **AWS Certified Cloud Practitioner, Solutions Architect – In Progress** Dec. 2024
- ❖ **Model United Nations Delegate – Amman Baptist School** Jan. 2019
 - Led diplomatic negotiations and resolved political conflicts by delivering data-driven speeches and crafting strategic policy solutions.
 - Analyzed complex geopolitical issues and collaborated with international teams to draft actionable resolutions, showcasing advanced public speaking and problem-solving skills.
- ❖ **International Computer Driving License (ICDL) – License #: UN21501092** Dec. 2018