George Zakkak

San Diego, CA │ gyzakkak@gmail.com │ LinkedIn

Education

University of California, San Diego	**San Diego, CA**
M.S. Data Science	*Sep. 2025 – Dec. 2026*
San Diego State University	**San Diego, CA**
B.S. Business Management Information Systems	*Aug. 2020 – 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, ERP

Professional Experience

Amazon **Ontario, CA**
Technical Management Intern | Quality Assurance *Onsite | May 2024 – Aug. 2024*
• Assisted in the development and implementation of operational strategies that improved efficiency by 20%
• Conducted in-depth data analysis to identify process bottlenecks, leading to a 15% reduction in operational costs
• Collaborated with cross-functional teams to enhance workflow/communication, increasing overall team productivity by 25%
• Utilized project management tools to track project progress, ensuring timely completion of deliverables
• Adopted and led a project aimed at increasing outflow efficiency, resulting in a 31% improvement in order processing times

M.O.E (Mikhail Ogawa Engineering) **San Diego, CA**
System Analyst Intern | Data Management *Remote | Jan.2024 – May 2024*
• Conducted analysis of processes, identifying inefficiencies, recommending solutions that improved process by 20%
• Provided technical support for Windows operating systems, including troubleshooting issues, configuring VPNs to secure remote access
• Analyzed and interpreted data from various sources using SQL, generating insights that led to a 12% improvement in client satisfaction
• Supported data integration efforts into a new ERP system, streamlining data flow and reducing integration errors by 33%
• Provided technical support and troubleshooting for users, resolving 95% of issues within 24 hours and improving overall satisfaction

Wells Fargo **El Cajon, CA**
Banker-Teller | Retail Banking *Onsite | Oct. 2022 – May 2024*
• Utilized banking software to process over 100 transactions daily, ensuring 99.9% accuracy in deposits, withdrawals, and loan payments
• Analyzed customer interaction data to achieve a 95% satisfaction rate, leveraging CRM tools to improve service quality
• Implemented systematic referral protocols, resulting in a 15% increase in cross-sell opportunities through data-driven insights
• Conducted EOS drawer reconciliations with a discrepancy rate less than 0.01%, utilizing financial management systems to ensure accuracy
• Promoted and supported the adoption of digital banking tools, contributing to a 35% increase in mobile banking usage

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, National Society of Black Engineers, Middle
   Eastern and North American Club

• **Interests**: AI/ML, Public Speaking, Community Service, Cooking, Calisthenics, Guitar, Travelling, DIY home Improvements

Leadership & Professional Development

• **System Analysis Project – *San Diego State University*** *May 2024*
   - Analyzed project management systems to identify inefficiencies and proposed Power BI integration, targeting a 40% reduction in data errors
   - Defined and implemented KPIs, streamlined reporting with data flow diagrams, and aligned system enhancements with strategic goals to
   improve budget accuracy and project delivery

• **Advanced Web Development Project – *San Diego State University*** *Sep. 2024*
   - Developed a fully responsive and interactive personal portfolio website using React JS, Material-UI, and styled-components to showcase my
   achievements and technical expertise
   - Integrated advanced UI/UX elements, smooth animations, and optimized navigation for an engaging user experience across all devices

• **Model United Nations Delegate – *Amman Baptist School*** *Jan. 2019*
   - Led diplomatic negotiations to resolve political conflicts through data-driven speeches and strategic solutions
   - Analyzed geopolitical issues, collaborated with international teams, and demonstrated public speaking and problem-solving skills

• **CompTIA A+, Network +, Data +** – *In Progress* *Dec. 2024*
• **AWS Certified Cloud Practitioner, Solutions Architect** – *In Progress* *Dec. 2024*
• **International Computer Driving License (ICDL)** – License #: UN21501092 *Dec. 2018*