

# HISHAM AL MAJZOUB Ph.D.

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## SKILLS:

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Digital: Data analyst, Python, PowerBI, Spreadsheets, Jira, Tableau. LINGO optimization, WEKA & R, C++, Java, SQL, Microsoft suit. Windows, Mac, and Linux OS. Ms Azure Cloud virtualization.

Personal: Passionate about learning, good social skills. Innovative, proactive, and Data solution-oriented.

## WORK EXPERIENCE:

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### Consultancy

01/2012 till present

- Assist in Scientific research, and creating Business Process Model and Notation (BPMN) for different fields.
  - Technical guidance for different IT-related issues and troubleshooting.
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### IT Associate - Cyprus Wildlife Research Institute/Wild Animal Rehabilitation Center. 10/2017-07/2019 Cyprus

Website: [cwri.net](http://cwri.net) Facebook page: [facebook.com/taskentdogaparki](https://facebook.com/taskentdogaparki)

- Deploy the CCTV and Ubiquiti MFI automation systems to the cloud server to remotely control the enclosures' temperature and humidity with minimal human interaction to monitor the animal's rehabilitation process.
  - Initiate drone photography and videography to support marketing purposes.
  - Manage the digital transformation by implementing POS systems.
  - Assist in creating customer journey (*injured animal*) from the first contact of the animal until its release.
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### IT Branch Associate - American University of Science and Technology.

06/2011 - 06/2014 Lebanon

Website: [www.aust.edu.lb](http://www.aust.edu.lb)

- Manage the Trend-Micro web filter, DHCP, and firewall to ensure safe and secure internet usage and browsing.
  - Azure AD, Group Policy, Troubleshoot, Disaster Recovery, Server Installations & Configuration, Win & Mac OS.
  - Install and manage campus labs and offices computers, ID card issuance, CCTV, and backup management.
  - Ensure the highest productivity by daily assisting faculty staff members by solving technical issues.
  - Increasing customer satisfaction by assisting 600 students with their technical issues.
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### IT Associate - AMACO Group Tissue Paper Machinery Manufacture.

07/2009 - 06/2011 Lebanon

Website: [amacosal.com](http://amacosal.com)

- Network Administrator Engineer, HR. time attendance, Website content creator and CCTV management.
  - Create photo and video media for the machines via Adobe Photoshop, and Premiere for marketing purposes.
  - Optimize workflow by initiating document digitizing process (*digitized archive*).
  - Create client journey and machine's troubleshooting guide for process optimization.
  - Business development: control contracts between the hotel (*Napoli Hotel in Beirut*) and online booking websites.
  - Cost reduction when buying fingerprint and CCTV systems by negotiating with vendors.
  - Advised the [ZKS Company](#) about payroll features in their software, which AMACO used to control the payroll.
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### IT Staff - AMB GROUP Mazen pharmacy & city, TMA, Medairway, Curves.

04/2009 - 07/2009 Lebanon

Website: [ambgroup.lb](http://ambgroup.lb)

- Boost productivity by helping staff members daily with their computer-related issues.
- Execute remote access to decrease costs & troubleshooting time up to 60% of IT issues within the entire company.

## EDUCATION:

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**PhD. In Management Information Systems** *Cyprus International University* 10/2015 - 08/2020 - Cyprus

Optimized oversampling methods to increase the classification accuracy while adding fewer new instances to imbalanced datasets.

### Peer Reviewed Publications:

- [An Affinitive Borderline Smote Approach for Imbalanced Data Binary Classification.](#)  
*International Journal of Machine Learning and Computing* 10.1 (2020): 31-37.
- [A Hybrid Clustered Affinitive Borderline SMOTE Approach for Imbalanced Data Binary Classification.](#)  
*Arabian Journal for Science and Engineering* 45.4 (2020): p 3205-3222

**M.Sc. Business Administration** *Arts, Sciences and Technology University* 10/2009 - 09/2011 Lebanon

**B.Sc. In Management Information Systems** *Lebanese International University* 10/2006 – 02/2009 Lebanon

## TRAINING & CERTIFICATIONS:

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**Google Data Analytics** *Coursera* [Certificate](#) 08/2022 Online

**CCNP Cisco Certified Network Professional** *BITC* 12/2009 - 04/2011 Lebanon

**CCNA Cisco Certified Network Associate** *Human National Development Center* 05/2008 - 01/2009 Lebanon

**MCSE Microsoft Certified System Engineer** *New Horizon* 04/2007 - 04/2008 Lebanon

## LANGUAGE SKILLS:

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**Arabic:** Mother tongue

**English:** Full proficiency (Score 7.0 IELTS)

**German:** Elementary proficiency

**Turkish:** Elementary proficiency

## Hobbies:

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Swimming, Inline skating, hiking, photography and videography.