

SKILLS:

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.

EDUCATION:

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

WORK EXPERIENCE:

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.

IT Associate - Cyprus Wildlife Research Institute / Wild Animal Rehabilitation Center. 10/2017-07/2019 Cyprus

Website: cwri.net Facebook page: 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.

IT Branch Associate - American University of Science and Technology. 06/2011 - 06/2014 Lebanon

Website: 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.

HISHAM AL MAJZOUB Ph.D.

hisham.m@hotmail.it | 0090 541 653 8878 | [LinkedIn](#) | [GitHub](#) | [ORCID](#) | hishammajzoub.github.io

IT Associate - AMACO Group Tissue Paper Machinery Manufacture.

07/2009 - 06/2011 Lebanon

Website: 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.
-

IT Staff - AMB GROUP Mazen pharmacy & city, TMA, Medairway, Curves.

04/2009 - 07/2009 Lebanon

Website: ambgroup1b.com

- 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.

TRAINING & CERTIFICATIONS:

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:

Arabic: Mother tongue

English: Full proficiency (Score 7.0 IELTS)

German: Elementary proficiency

Turkish: Elementary proficiency

Hobbies:

Swimming, Inline skating, hiking, photography and videography.