

# HISHAM AL MAJZOUB

[hisham.m@hotmail.it](mailto:hisham.m@hotmail.it) | 0090 541 653 8878 | [LinkedIn](#) | [GitHub](#) | [ORCID](#)

Results-driven IT professional with over 8 years of experience in network administration, technical support, data analysis, and others. Adept in Python, PowerBI, Jira, and Tableau. Seeking to contribute in projects and drive business growth.

## WORK EXPERIENCE:

### Consultancy Jan 2012 to Present

- Provide technical guidance, quality assurance, and troubleshooting for various IT-related issues.
- Assist in scientific research and Business Process Model and Notation (BPMN) for diverse projects and fields.

### IT Associate - Cyprus Wildlife Research Institute/Wild Animal Rehabilitation Center Oct 2017 – Jul 2019

- Deployed and managed wired and wireless networks, CCTV, and Ubiquiti MFI automation systems.
- Remotely controlled enclosures' temperature and humidity, enhancing animal care.
- Implemented robust security policies to safeguard network integrity.
- Conducted drone photography and videography for research and marketing.
- Assisted in digital transformation by implementing POS systems.
- Collaborated in creating a customer journey for injured animals from intake to release.

### IT Branch Associate - American University of Science and Technology Jun 2011 – Jun 2014

- Managed Trend-Micro web filter, DHCP, and firewall for secure internet usage.
- Proficient in Azure AD, Group Policy, disaster recovery, and server installations.
- Oversaw campus labs, office computers, ID card issuance, CCTV, and backup management.
- Ensured faculty and staff productivity by resolving technical issues promptly.
- Enhanced customer satisfaction by assisting 600 students with technical problems.

### IT Associate - AMACO Group Tissue Paper Machinery Manufacture Jul 2009 - Jun 2011

- Acted as a network administrator, and time attendance manager.
- Created marketing media using Adobe Photoshop and Premiere.
- Improved website SEO and initiated document digitization for workflow optimization.
- Played a key role in business development by managing contracts and negotiations.
- Advised on payroll features for software used in payroll control.

### IT Staff - AMB GROUP Apr 2009 – Jul 2009

- Boosted company-wide productivity by resolving computer-related issues.
- Implemented remote access technology, reducing transportation and troubleshooting costs.

## EDUCATION:

### Ph.D. in Management Information Systems Cyprus International University Oct 2015 – Aug 2020

- 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 in Lebanon Oct 2009 – Sep 2011

### B.Sc. in Management Information Systems Lebanese International University Oct 2006 - Feb 2009

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## TRAINING & CERTIFICATIONS:

- Cybersecurity and AWS Coursera courses Mar 2023 - Online
- Google Data Analytics Coursera Certificate Aug 2022 - Online
- CCNP Cisco Certified Network Professional - BITC Dec 2009 – Apr 2011
- CCNA Cisco Certified Network Associate - Human National Development Center 2008 - 2009
- MCSE Microsoft Certified System Engineer - New Horizon Apr 2007 – Apr 2008

## Digital Skills:

- Data Analysis: Python, PowerBI, SQL
- Machine Learning: LINGO optimization, WEKA, R
- Programming: C++, Java
- SEO, Microsoft Suite
- Operating Systems: Windows, Mac, Linux
- Adobe: Photoshop, Premiere

## Personal Skills:

- Passionate about learning
- Innovative and proactive
- Data solution-oriented
- Attention to Details
- Teamwork, Positive Attitude
- Critical Thinking

## LANGUAGE SKILLS:

- Arabic: Mother tongue
- English: Full proficiency (Score 7.0 IELTS)
- German: Elementary proficiency
- Turkish: Elementary proficiency



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