

EDUCATION

FREDERICK UNIVERSITY

Cyprus

MSc in Computer Engineering: GPA 8.86/10

2023 - 2025

- Volunteering at Mobile Devices Laboratory to contribute to developing websites for academic, municipal, and EU projects since January 2024
- Conducted reports on Securing IoT Devices Against Cyber Attacks in Smart Cities and Impact of 5G and 6G Technologies on Health and Environment
- Developed an Android marketplace application prototype aimed to help local stores enhance sales through digital exposure.

THE WORLD ISLAMIC SCIENCES & EDUCATION UNIVERSITY

Jordan

BSc in Cyber Security: GPA 82%

2019 - 2023

- Dean's list for 3 semesters top 5%
- Worked on a team project in developing a way to secure the university grading system using blockchain technology and storing it using Amazon Web Services Cloud

WORK EXPERIENCE

CRYSTEL: Customer service consulting company

Jordan

Back Office Advisor – FIFA World Cup

Aug'22 - Jan'23

- Managed a customer service team of 12 and achieved 90% of KPIs by communicating with 500+ VIP and governmental attendees and resolving logistics and operational inquiries
- Led a team of 5 in the establishment of a Back Office to handle administrative tasks for VIP clients, and developed quality standards, processes, and KPIs to achieve efficient operations

Customer Service Coach – FIFA World Cup

May'22 - Aug'22

- Improved service performance from 70% to 90% by implementing continuous coaching and upskilling practice for a team of 30 representatives

Customer Service Representative – FIFA World Cup

Mar'22 - May'22

- Delivered high-quality customer service for World Cup attendees, achieving a consistent customer satisfaction rate of over 95%

ARAB BANK

Jordan

Internship – Security Operations Center

Jul'22 - Sep'22

- Detected and prevented high threats by monitoring the Security Information and Event Management (SIEM) system for security alerts, reporting incidents to higher-level roles

EXTRACURRICULAR ACTIVITIES

- Completed a 4-month Cisco Certified Network Associate (CCNA) course, acquiring key skills in network fundamentals, access, connectivity, and services
- Completed a 2-month Business Analytics course from Udacity over 2 months, covering data analysis and visualization and statistical foundations to inform data-driven decision-making

SKILLS, PROFESSIONAL EXPERTISE, AND INTERESTS

Hard skills: MS Office, SQL, Python, JavaScript, CSS, HTML

Languages: Native Arabic, Fluent English

Interests: Chess, Football, Boxing