

PROFESSIONAL SUMMARY

Versatile Information Technology Professional and Research Scholar with 4 years experience in teaching, tutoring and mentoring, and training college level students. Additional hands-on experience in the implementation, administration, support and troubleshooting of networked LANs/WLANs. Strong organization and critical thinking skills, and proven ability to multi-task.

Key Skills

- Cyber Security Research: Penetration Testing, Reverse Engineering and Malware Analysis, Vulnerability Research, Live and Network Forensics Analysis
- LAN/WAN Network Administrator, Certified CompTIA A+, Network+ and Security+ [W.I.P]
- Artificial Intelligence, Machine Learning and Data Visualization
- Programmatic Strategist: Implementation, Tracking, Reporting, and Optimization of Digital Campaigns
- Mathematics: Numerical Analysis, Applied Mathematics, Probability and Statistics and Operations Research
- Programming Languages: Java, Python, R, C, C++, PHP, JS, HTML, CSS, Assembler
- Trilingual: Fluent in English, French and Arabic

PROFESSIONAL EXPERIENCE

IT Support Technician

January 2017 – Present

Amazon Fulfillment, Carteret, NJ

- Ensure 70% End-user/client computer support
- Provide a 1st / 2nd line support service that ensures that the site infrastructure is running to its optimum performance and that all departmental Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) are met on a daily basis
- Participate in the development, implementation and administration of processes and procedures to ensure the reliability, recoverability, and optimum performance of user hardware and local services.

Math, Sciences, Languages and Business Tutor

September 2017 – Present

Hudson County Community College, Jersey City, NJ

- Polish student's performance to become independent learners in STEM related core classes
- Develop unique and comprehensive lesson plans that accommodated to specific levels and learning styles of students, which led to improved abilities and an increase of refined test-taking strategies and methods (98% success rate)

Math, Business and Sciences Peer Educator

September 2018 – June 2019

Rutgers University, Newark, NJ

- Assisted 100s of students in acquiring a better understanding of Numerical Analysis, Differential Equations, Calculus I, II and III, and Intensive Programming and Data Structure
- Helped students to develop strategic study skills and techniques to help improve their academic performance
- Coordinated with multiple students and created a well-rounded and engaging environment, which led to student collaborations and improved confidence in mathematical and scientific abilities
- Specialized as an individual tutor by simplifying math concepts while coaching students to think critically to solve problems and conducted comprehensive test review sessions, which led to an increase of over 25% improvement in students' overall grades

EDUCATION

MSc. in Data Sciences

Expected December 2021

Seton Hall University, South Orange, NJ

BA. in Computer Science and Applied Mathematics

May 2020

Rutgers University, Newark, NJ

GPA: 4.0 – Summa Cum Laude

- Dean's list (Fall'16, Spring'17, Fall'17, Spring'18, Fall'18, Spring'19, Fall'19, Spring'20)
- Scholarships:
 - Awarded the Rutgers University–Newark Talent and Opportunity Program (RU-N to the TOP) Full Scholarship
 - Scarlet Promise Grant

PROFESSIONAL DEVELOPMENT/AFFILIATIONS

Fellow, Braven @Rutgers (Post Career Accelerator Program for Minorities), Newark, NJ

2020

- Built a prototype of a mobile application for Panasonic that received 95% approval ratings for its beta trial.
- Conducted empathy-based research with four individuals to better understand their pain points.

Fellow, Garden State LSAMP (Louis Stokes Alliance for Minority Participation), Newark, NJ

2019

- Awarded the National Science Foundation for cyber-security Web Vulnerability assessment research.
- Published 2 peer-reviewed research articles for Rutgers' NCAS research center

Fellow, America Needs You, Jersey City, NJ

2018

College Student Success Mentor, HCCC, NJ

2017