

HISHAM AL MAJZOUB

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WORK EXPERIENCE:

Consultancy Jan 2012 to Present

- Technical guidance, quality assurance, and troubleshooting for IT-related issues (Python, PowerBI, Jira, Tableau, etc.)
- Assist in scientific research and Business Process Model and Notation (BPMN) for diverse projects and fields.
- Remotely assisting or supervising master theses for topics related to machine learning. Some of these topics are:
 - Sentiment Analysis of Students Feedbacks Using Python & Natural Language Processing.
 - Machine Learning Classification Model to Predict Whether a Patient Is Diabetic or Not.
 - Classification Of Satellite Images Using Machine Learning.
 - Designing And Building a Detection of Retinal Diseases Model Based on Optical Coherence Tomography Using Deep Learning.
 - Machine Learning Classification Model for Drugs.
 - Machine Learning Model to Predict Car Prices.
 - Extraction And Classification of Information from News Reports Using Natural Language Processing Techniques.
 - Using Machine Learning Models to Detect and Classify Brain Tumor Using MRI Scans.
 - Machine Learning Binary Classification Model to Predict Whether a Woman Has a Breast Cancer or Not.
 - Sentiment Analysis of Arabic Tweets Using Python And NLP.
 - Machine Learning Clustering Model for Customer Segmentation.
 - Machine Learning Regression Model to Predict House Prices.
 - Machine Learning Regression Model to Predict Oil Prices.

Moderator – Teleperformance.....April 2024 – Present

- Following the policies and moderating content

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

- Managed network infrastructure, CCTV, Ubiquiti MFI automation systems, and social media (Instagram and Facebook).
- 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 ManufactureJul 2009 - Jun 2011

- Responsible for all network administration, employee time attendance, and social media.
- 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.

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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

TRAINING & CERTIFICATIONS:

- Project Management - Coursera Jan 2004 - Online
- Cybersecurity and Amazon Web Services - Coursera Mar 2023 - Online
- Google Data Analytics - Coursera 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, Ai Applications, Canva

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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