**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 Manufacture ………………………………………Jul 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.

**EDUCATION:**

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

* [An Affinitive Borderline Smote Approach for Imbalanced Data Binary Classification](http://www.ijmlc.org/index.php?m=content&c=index&a=show&catid=105&id=1054%20).   
  *International Journal of Machine Learning and Computing 10.1 (2020): 31-37.*
* [A Hybrid Clustered Affinitive Borderline SMOTE Approach for Imbalanced Data Binary Classification](https://link.springer.com/article/10.1007/s13369-019-04336-1). *Arabian Journal for Science and Engineering 45.4 (2020): p 3205-3222*

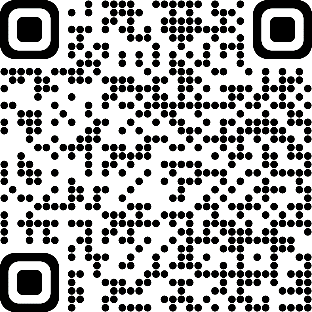
**M.Sc. Business Administration** Arts Sciences and Technology University in Lebanon Oct 2009 – Sep 2011

**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

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| --- | --- |
| **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 |

[](https://drive.google.com/drive/folders/1v9NHIofnrOwPTIc07u1vL1d6Iz4_exb9)

**LANGUAGE SKILLS:**

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

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