# Joe Al Sokhen

**Dbayeh | 0096171898979 | joesokhen@proton.me**

## Key Skills & Strengths:

- Data Analysis & Intelligence: Extracting insights from phone and social media data for strategic decision-making.
- Operations & Administration: Streamlined data updates for 700+ personnel, managed requests, and facilitated communication.
- Customer Satisfaction Champion: Consistently exceeded sales targets through exceptional service and impactful displays.
- Tech-Savvy Problem Solver: Resolved mobile and tablet issues on the spot, ensuring data security and high customer satisfaction.
- Leadership & Collaboration: Led sales teams and proactively kept staff apprised of policy updates, enhancing compliance and teamwork.

## Education:

**Current:**
   **Computer Science:** Second Year - American University of Science and Technology (AUST)

**Previous (Freelance):**
   **General Sciences:** 2021 - Lebanese Baccalaureate

## Experience:

**Liban Fruits, Dekouaneh**
Jul 2024 – Present

- Ensure accurate and efficient order handling to meet delivery timelines.
- Implement using AI and Python algorithms to automate order preparation for major clients such as Toters and NokNok, reducing human error and boosting operational efficiency.
- Optimized a lengthy task by identifying software, database limitations and implementing a targeted workaround, doubling time efficiency.
- Prepare and issue daily invoices for drivers to ensure accurate billing before dispatch.
- Resolve invoice discrepancies and address customer feedback to enhance service quality.

**Lebanese Army, Baabda**
Sept 2014 – May 2024

- Data Intelligence Specialist: Analyzed phone and social media data, providing actionable insights for operations and problem-solving.
- Operations & Administration Lead: Managed comprehensive data updates for over 700 personnel, handled reception and escalation of their requests, and properly circulated command statements to the personnel.

**NEWLINE Corp. - Khoury Home, Lebanon, Dora branch**
May 2013 – Sept 2014

- Sales & Customer Service Expert: Achieved sales targets, created impactful displays, and delivered exceptional service across mobile phones and tablets.

- Proficient Administrator: Handled billing, data entry, reports, supplier reconciliations, and account management with accuracy and efficiency.

**Samsung CTC, Nahr Al Mot**
Jan 2012 – July 2012

- Mobile Service Center Department – **INTERNSHIP**

## Technical Skills:

- Programming: Flutter, Android development, HTML, CSS, Django
- Operating Systems: Windows, Linux, MacOS, Android
- Software Tools: MS Office Suite, Git, Photoshop, Illustrator
- Data Recovery & Analysis

## Soft Skills:

- Strong work ethic, critical thinking, and problem-solving skills.
- Excellent communication, interpersonal, and leadership abilities.
- Acclimatization, swift learning, and passion for continuous improvement.

## Academic Achievements:

- Mobile App Development: In progress - Developing two innovative apps using Flutter for launch on Play Store and App Store.
- Android Kernel Modification: Actively contributing to the Android development community through upstreaming kernels and custom tweaks, enhancing user experience and performance.

## Language Proficiency:

- Arabic: Native
- English: Full Professional proficiency
- French: Limited working proficiency

## Certifications:

- Information Technology Specialist in Python by Microsoft (DMN8-4wb2)
- Introduction to Cybersecurity by Cisco
- Operating System Basics by Cisco
- HarvardX CS50W - Web Programming with Python and JavaScript by edX x Harvard University

## References:

Available upon request.