

Joe Al Sokhen

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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:

Lebanese Army, Baabda

Sept 2014 – 2023

- **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
- 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

References:

Available upon request.