

# Joe Al Sokhen

**Dbayeh | 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 spot, ensuring data security and high customer satisfaction.
- **Leadership & Collaboration:** Led sales teams and proactively kept staff apprised on policy updates, enhancing compliance and teamwork.

## **Education:**

- **Current:**
  - **Computer Science:** Second Year - American University of Science and Technology (AUST)
- **Previous (Freelance):**
  - **General Science:** 2021 - High school diploma

## **Experience:**

### **Sept 2014 – 2023 | Lebanese Army, Baabda**

- **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.

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

- **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.

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

- **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

## **References:**

- Available upon request