

SOKHNA THIAW

CONTACT

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- 680 Grand St, Jersey City, NJ
- [Sokhna Thiaw](#)

PROFILE SUMMARY

Motivated professional with a strong foundation in computer science and experience in web development, software engineering, and customer service management. Skilled in programming, AI tools, and troubleshooting technical issues. Currently pursuing an AI certificate at Columbia University (expected June 2025) to enhance expertise in machine learning. Seeking to apply technical skills and AI knowledge to innovative projects that drive efficiency and deliver impactful results.

EDUCATION

2019 - 2023

NEW JERSEY CITY UNIVERSITY

- Bachelor of Science in Computer Science

2024 - 2025

COLUMBIA UNIVERSITY

- Certificate in Artificial Intelligence (In Progress)
- Expected Completion: June 2025

SKILLS

- Technical:** HTML, CSS, JavaScript, Python, Java, React, Angular, PHP, MySQL, C++, Linux, Git
- Software:** Zendesk, SAP, Salesforce, Genesys Cloud, Microsoft Office Suite (Word, Excel, PowerPoint)
- AI & Data Tools:** TensorFlow, PyTorch, scikit-learn, Pandas, NumPy, OpenCV, NLP, Data Analysis, Machine Learning,

LANGUAGES

- English: Fluent
- French: Fluent

WORK EXPERIENCE

Odity, Jersey City, NJ

2022 - PRESENT

Online Support Manager

- Manage online customer service and after-sales for a luxury fashion brand.
- Address frontend and backend technical issues to support both customers and team operations.
- Utilize internal software systems to streamline back-office processes.
- Led a team to achieve a 12% sales increase in three months.

Orange, Paris, France

May 2023 - Sept 2023

Software Developer Intern

- Designed and implemented new features, fixed bugs, and optimized internal software projects.
- Conducted functionality and performance tests.
- Documented technical features and collaborated with cross-functional teams to meet deadlines.

Intech, Dakar, Senegal

May 2020 - Sept 2020

Web Development Intern

- Created websites using HTML, CSS, JavaScript, and React in collaboration with designers and project managers.
- Troubleshoot and resolved customer issues.
- Used Github to track and manage repositories as well as collaborate with different teams.