




# SOKHNA M. THIAW


Skilled in programming, AI tools, and troubleshooting technical issues.

## Contact

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 [My Website](#)

 Jersey City, NJ

## Education

### ● Bachelor of Science in Computer Science

Minor: Digital Marketing (Focus on communication strategy, analytics & content management)

**New Jersey City University, Jersey City, NJ**

### ● Certificate in AI Engineering

**Columbia University, School of Engineering & Applied Science  
New York, USA**

## Skills

**Technical:** HTML, CSS, JavaScript, Python, Java, React, Angular, PHP, MySQL, C++, Linux, Git

**Software:** Zendesk, SAP, AnyDesk, Salesforce, Genesys Cloud, Microsoft Office Suite,

**AI & Data Tools:** TensorFlow, PyTorch, scikit-learn, Pandas, NumPy, OpenCV, NLP, Data Analysis, Machine Learning,

**Databases:** MySQL, PostgreSQL, Oracle

## Experience

### Client Services Manager / Administrative Lead

Odity – Jimmy Choo (New York & Remote) 2022 – Present

- Overseeing daily operations, workflow coordination, and quality control for a high-volume international service hub.
- Manage multiple process-improvement and service-optimization projects; achieved 12.5% sales growth in first year through operational efficiencies and improved service delivery.
- Maintained 3+ years of exceptional team retention, supported by direct mentorship, coaching, and inclusive leadership.
- Address frontend and backend technical issues to support both customers and team operations.
- Utilize internal software systems to streamline back-office processes.
- Ensured compliance with operational policies, quality standards, and financial safeguards.
- Utilized Zendesk, SAP alerts, and internal systems to track metrics, resolve discrepancies, and mitigate risks.

### Software Developer Intern/ IT

NJCU - Educational Technology department May 2023-Sept 2023

- 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.
- Set up and maintain computers, servers, printers, and networks
- Make sure Wi-Fi, email, and internal systems don't randomly crash
- Install updates, software, and security patches

French

English