

Experience

Internship at [Decentra Tech](#)

BDD, Beirut, Lebanon

May 2023 – July 2023

- Learning and practicing different spatial SQL Functions that helps in extracting geospatial data in PostgreSQL.
- Checking the ETL Process used to extract and transform live data and building flowchart showing the different steps needed to turn raw data into analytical data.
- Making different charts and graphs on Grafana Platform along with Elasticsearch's data source, and different KPIs.
- Doing a Platform Differentiation Search, Analysis, and Visualization, for both Platforms Grafana and Kibana.

IT Operations Coordinator at [BPS](#)

Beirut, Lebanon

December 2022 – February 2023

- Facilitating cross-channel feedback from customers and employees to management and executive teams
- Responsible for assisting with daily business activities and administrative tasks
- Providing technical support
- Provide advice on the most suitable IT choices

IT Support at [CIS](#)

Beirut, Lebanon

December 2021 – December 2022

- O365, desktop applications including but not limited to MS Outlook, MS Teams, Skype, One drive, antivirus, MAC OS, windows, drivers, active directory, SCCM, IP Phones, Network Printers.
- End User IT equipment transfer or installation.
- Inventory with preventive maintenance.
- Azure AD Migration.

IT Helpdesk / Administrative Position at Ogero

Beirut, Lebanon

February 2018 – December 2021

- Respond quickly to related IT issues, while being responsible for PCs.
- Administrative jobs.

IT Technician at [Saint George Hospital University Medical Centre](#)**Beirut, Lebanon***October 2015 – February 2018*

- Installation, setup, configuration and troubleshooting technical issues of all O365, desktop applications, antivirus and other standard software (citrix, webex, etc ...).HD recovery tool manipulation
- MAC OS basic knowledge
- Active directory Help desk functions related to the creation, extension, unlock and password reset for user accounts
- Troubleshooting End Users Computer systems Network and hardware related Issues
- Installation of an IP phone
- Maintenance of Network Printers (excluding spare parts and consumables)
- Preventive Maintenance while doing the inventory.

Software Field Support at New Information Technology**Beirut, Lebanon***June 2014 - May 2015*

- Responsible for downloading, implementing, training, troubleshooting, updating and following up pharmaceutical software (SoftPharm) for all the pharmacies in the Metn region.

Control Room Operator at BCTC – Port of Beirut**Beirut, Lebanon***September 2013 - May 2014*

- Ensuring the right order and space management for the arrival and delivery of containers.

Certifications

- 1- Google Advanced Data Analytics Professional Certificate – (2023 - In Progress – 1/7 completed)
- 2- Google Data Analytics Professional Certificate – (COMPLETED - 8 Courses)
(Tableau, R, SQL, Analytical Skills, data ETL, Project)
- 3- Google IT Support Professional Certificate - 2019-2020 – (COMPLETED - 5 Courses)

Courses completed on [Coursera.org](#)

- 1- Python
- 2- Google Ads for Beginners
- 3- Getting Started with SAS Visual Analytics

- 4- Java for Android
- 5- Course HTML - [New Horizons](#)

Skills

Microsoft Office 365, Excel, Java, Python, R Studio, Excel QM, Power Pivot, Power Query Editor, ETL, Weka (Tool for ML models and statistical algorithms), Data Modelling, Data Cleansing, Data Mining, Data Warehousing, Dashboards, DAX, SQL, Power BI and Tableau.

Education

American University of Science and Technology	Beirut , Lebanon
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MBA – Enterprise Business Analytics (GPA:3.6/4.0)
In-progress

Middle East University	Beirut, Lebanon
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Bachelor of Business Administration in Information Systems
2011

College Mont la Salle	Beirut, Lebanon
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Lebanese Baccalaureate, SG 2007

Personal

Languages: English, Arabic and French

Nationality: Lebanese