# Muhammad Safiedin

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## Professional Summery

Highly motivated and creative professional with proven IT skills. I am touched by notions of innovation and creativity where I'm looking to expand my set of skills in an entrepreneurial/startup environment.

Recently graduated with a B.S. in Management information systems, and a minor in Marketing.

Exploring digital marketing alongside web design and development. I'm also pursuing Google's UX Design certificate.

## Experience

**EMV Technical Analyst**                                                        **August 2021 – November 2021**

*Infotec Systems*

- Perform technical support fixes through development and script writing.
- Provide daily system monitoring, production issue troubleshooting, end user issue resolutions.
- Support and configure production environments.
- Coordinate between various teams such as server team, network team, database team, and development teams on installation, troubleshooting, and problem resolution.

**IT Support (Part Time)**                                                        **November 2017 – October 2019**

*Food Zone Company S.A.R.L.*

- Monitoring, maintaining, and Updating computer systems and networks.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Assist clients and employees to help set up systems or resolve issues.
- Perform hardware replacement when needed.

## Certifications

- **Technical Support Fundamentals,** *Google*, Online Certificate.
- **Foundation of Computer Science,** *SE Factory*, Technical Bootcamp.
- **Fully Scalable Machine Learning in SQL with PYTHON**, *Beirut AI*, Technical Workshop.
- **Introduction to Deep Learning with Tensor Flow**, *Beirut AI*, Technical Workshop**.**
- **Arduino Programming Course**, *Study Point*, Technical Workshop.
- **Innovation Workshop**, *INJAZ & Bank Audi*, Technical Workshop.

## Skills

**Programming, Technical:**

- **C, Java, Python**        Advanced
- **HTML5/CSS3**        Intermediate
- **SQL**        Intermediate

- **Microsoft Suite (Office)**
- **Creative Problem Solving**
- **Planning & Organizing**

## Education

**Bachelor of Science**: Management Information System, **Minor in Marketing.**        **October 2016 – October 2020**

*Lebanese University*

> **Senior project**: IOT: Automated plant watering system. It's based on cloud computing; where a dedicated application communicates with a monitored plant using a programmable, Wi-Fi enabled microprocessor.

## Languages

**English**, Fluent                    **Arabic**, Native