Mohammad Charaf

E-mail: mohammadcharaf@outlook.com - **Mobile:** +96181825395 - **Beirut, Lebanon**

Objective

Experienced Engineer with a track record of success in the telecommunications sector, backed by 3 years of industry expertise and proficiency in data analysis. Recognized for adept problem-solving and process optimization skills, I am now eager to transition into a dynamic role in management and consultancy. Seeking opportunities to leverage my capabilities and experience to drive strategic solutions, contributing to the success of both the company and its clients.

Work Experience

- **Senior Technical Operations Engineer -** Monty Mobile (April 2023 - Present)
    - Implementation and management of the SMS Firewall product.
    - Assisting clients with their concerns and resolving ongoing issues.
    - Monitoring of VAS systems and tracking KPIs.
    - Contributed to the development of Machine Learning features within the product to ensure its growth.
    - Handled automation and scripting responsibilities for reporting and repetitive tasks.
    - Collaborated with several teams including traffic analysis and IT units to ensure successful product implementation.
    - Continuously finding ways to optimize processes and the overall product and aiming to drive impact.
  - **Past Positions:**
      - **Technical Operations Engineer -** (January 2023 - April 2023).
      - **VAS & SMS Firewall Support Engineer -** (November 2020 - January 2023).

Education

- **Bachelor of Engineering in Computer and Communications -** Rafik Hariri University, Lebanon (September 2017 - July 2021)
- **Baccalauréat Libanais - Sciences de La Vie -** Ecole Zahrat El Ihsan, Beirut (2002-2017)

Certificates and Additional Coursework

- **Google Data Analytics Professional Certificate -** Coursera/Google
  Earned significant skills in the area of data analytics, from setting the problem statement to data storytelling and finding data-driven business insights and solutions leading data-driven decision making.
- **IBM Data Science Professional Certificate -** Coursera/IBM
  Coursework related to data manipulation and Python coding to extract data-driven insights and make sense of the data in question for business purposes.
- **IBM Data Analysis Professional Certificate -** Coursera/IBM
- **IBM Applied AI Professional Certificate -** Coursera/IBM

Technical Skills

- Product Optimization
- Data Analysis and intermediate SQL
- Microsoft Office (Excel, Powerpoint, Teams)
- Linux (Intermediate Bash Scripting)
- Intermediate Python
- Technical Writing

Soft Skills

- Time Management
- Ability to work within a team
- Punctuality and dedication
- Ability to include diverse opinions and find common grounds
- Conflict resolution and acceptance

Extra-curricular Activities

- **IEEE Student Branch President -** Rafik Hariri University (2020-2021)
- **IEEE Student Branch Vice-President -** Rafik Hariri University (2019-2020)
- **Hult Prize Foundation - Student Branch Head of Logistics** - (2018-2019)
- **Work-Study and Student Counselor/Advisor -** Rafik Hariri University (2018 - 2021).

Awards

- **First Prize: Best Research Paper -** IEEE Lebanon Biomedical Student Competition - August 2021
  Ranked first place for the paper entitled "PCOS Detection Using Machine Learning Techniques" for PCOS detection using data analysis and machine learning.

- **Top Ranker in Computer and Communications Engineering -** Rafik Hariri University - 2021
  Ranked first in the college of Engineering and graduated with high distinction and a cumulative GPA of 94.58%.

Publication

- **Automated Detection of Polycystic Ovary Syndrome Using Machine Learning Techniques -** IEEEXplore (August 2021).