

JEAN CLAUDE JOE NAJEM

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Availability: Full-Time / Freelance

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BACKGROUND

I am currently studying for a Master of Data Science postgraduate degree at Monash University. My previous studies and experiences equipped me with an expert-level understanding of business administration and the intricacies of the interplay between managing operations and driving positive societal change. My goal is to help businesses build a deeper and more sustainable relationship with customers, society, and their environment by leveraging state-of-the-art data analysis technologies.

EDUCATION

- **Master of Data Science** – Monash University (Feb 2018 – Dec 2022)
- **Certified Public Accountant** (Alaska, U.S.) – National Association of State Boards of Accountancy (2018)
- **Bachelor of Science (Business - Accounting)** – Lebanese American University (Oct 2012 – Jun 2016)

PROFESSIONAL & VOLUNTEER EXPERIENCES

- **IT Support Technician** – IT Engineering Pro, Oakleigh Australia (Oct 2021 – Jan 2022)
 - Designed and developed a full-stack website using PHP, HTML, SCSS & JavaScript
 - Deployed a remote monitoring and management (RMM) system on a private subdomain (A Records + Let's encrypt certificate) connected to over 100 endpoints across Australia for better oversight on potential client software & hardware failures resulting in an increase in the prevention over detection methods ratio by more than 50%
 - Set up a private server installation locally to strengthen and maintain data security best practices
- **Squad Senior/Project Support** - Faculty of IT, Monash University (Feb 2021)
 - Fostered communication and collaboration as a lead mentor for a team of diverse new students that won the Best Teamwork prize by demonstrating a high-level of authentic engagement
- **Web Developer** - Freelancer (Feb 2020 - Feb 2021)
 - Learned about and mastered the use of PHP in combination with Javascript, HTML5 & CSS in order to create a dynamic and interactive website
 - Gained hands-on experience with conducting deep technical market research, building fined-grained Power BI Dashboards and implementing web scraping and information retrieval techniques on pre-election campaigns and events
- **Volunteer Member** - Monash Graduate Association (Feb 2018 - Feb 2021)
 - Student Representative in the university's Academic Progress Committee (APC) responsible for ensuring decisions taken by the committee about a student's progress are fair and equitable to all students
 - Actively engaged with like-minded individuals during the annual Monash Student Leadership Summit covering a range of topics, including uncertainty in the future as well as climate action

SIGNIFICANT PROJECTS

- **World Happiness Project Data Visualisation Project** – Monash University (Sep 2019)
 - Conducted an in-depth statistical exploratory data analysis (EDA) using R's superior statistical packages (e.g. DPLYR, car, caret) and the highly powerful and customisable plotting package ggplot2
 - Crafted a final report using Markdown tools and pitched the findings in an interactive HTML page written in D3.js & JavaScript
- **Predicting Property Prices in Melbourne, Victoria** – Monash University (Sep 2019)
 - Collected and cleaned data from various sources and APIs before conducting an in-depth Exploratory data analysis (EDA) by leveraging Pandas, NumPy, Seaborn, and a number of other Python libraries
 - Initiated a study comparing the performance of several models using a mix of forward and backward selection techniques
 - Generated predictions using a Linear Regression and improved accuracy by fine-tuning parameters using PyTorch and TensorFlow

HOBBIES & SKILLS

- **Languages:** English, French, and Arabic
- **Computer:** Python, R, Javascript, SQL, Markdown, Git, Microsoft Office
- **Hobbies & Interests:** Online Learning (FutureLearn, ForeAge, LinkedIn Learning), Climate Activist, Exercise, Reading