

Farah WEHBI

Computer Scientist



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Beyrouth, Liban

EDUCATION

Bachelor's degree in Computer Science

09/2020 - 06/2023, Beyrouth Lebanon

Saint-Joseph University (USJ)

Master of Computer Science in Business

09/2023 – Present, Beyrouth Lebanon

Saint-Joseph University (USJ)

WORK EXPERIENCE

Application Support L2

Groupe Vital 07/2023 – 10/2024

- Provide support to users encountering technical problems on applications/platforms, analyze cases, and find appropriate solutions.
- Support the deployment and configuration of software solutions, collaborating with teams to troubleshoot and resolve issues promptly.
- Document technical processes and update SERVICENOW tickets regularly, ensuring transparency and efficient incident Management.
- Consult Level 3 support teams via JIRA for escalated issues, coordinating closely to ensure timely resolution of complex incidents.

Data Analytics

Groupe Vital 03/2023 - 07/2023

- Developed advanced DAX calculations to create metrics and KPIs for business performance analysis.
- Crafted efficient SQL queries and performed data transformations to manage large datasets, enhancing overall data management.
- Utilized Power BI to design user-friendly dashboards, empowering stakeholders to make data-driven decisions.

Support L1

Groupe Vital 02/2023 - 03/2023

- Completed specialized training in incident management and problem resolution, providing efficient technical support to end-users and ensuring high customer satisfaction.

Contact: Ghinwa MAKAREM - +961 01 428 008

Internship - Web developer

Saint-Joseph University 05/2022 - 07/2022

- I managed and maintained a Drupal CMS-powered website, excelling in seamless integration, customized styling, and engaging user interfaces. With expertise in content management systems, CSS, and jQuery, I effectively maintained the "Cheikho" website, showcasing services and information.

SKILLS

Software Development – SQL - PostgreSQL - C# - PowerBI – Noe4j – JIRA

PEOPLE SKILLS

Communication – Time Management – Teamwork – Decision Making – Multi-Tasking

CERTIFICATES

- CCNav7 Certification Cisco (02/2022 - 06/2022)
- DELF B2 Certificate (12/2020 - 02/2021)

Languages

- English **Fluent**
- French **Fluent**
- Arabic **Fluent**