

KASSEM JAWAD

A fresh "MIS" graduate seeking a position or an internship to leverage technology for organizational success. With 2+ years of diverse experience in customer service, assistant management. Committed to contributing to company growth while upholding vision and values. Eager to learn and build a successful future with a forward-thinking organization.

Education

LEBANESE INTERNATIONAL UNIVERSITY "LIU"

2019-2023

Bachelor degree in Management Information Systems "MIS", GPA: 3.24

Related courses included:

- Business Intelligence (**Tableau**)
- Programming Fundamentals (**Python**)
- Data Management (**SQL**)

Online Studies:

- Web Development (**HTML and CSS**) – UDACITY
- JavaScript fundamentals – mimo.org

Skills

- | | |
|--------------------------------------|---|
| • SQL | • Excel (VLOOKUP, Conditional Formatting, Pivot Tables) |
| • Python (Pandas, NumPy, Matplotlib) | • Microsoft Power BI |
| • Tableau | |

Projects

PROJECTS ARE AVAILABLE ON PORTFOLIO WEBSITE MENTIONED ON TOP OF THE RESUME.

HOUSING DATA CLEANING IN SQL – Personal Project

- Conducted data cleaning and preprocessing of Nashville housing data using **SQL**.
- Identified and resolved inconsistencies, errors, and missing values in the dataset to ensure data integrity and accuracy.
- Standardized data formats and structures to facilitate analysis and reporting.

EBAY WEB SCRAPER IN PYTHON – Personal Project

- Developed a Python web scraping script using **BeautifulSoup** and **Requests** libraries to extract data from eBay product listings.
- Implemented automated data scraping functionality with periodic updates, showcasing the ability to streamline processes and ensure timely data retrieval.
- Utilized string manipulation techniques to clean and format extracted data for improved readability and analysis, highlighting strong data processing skills.

SENTIMENT ANALYSIS ON TWEETS – Personal Project

- Developed and implemented a Tableau dashboard project analyzing Airbnb data from 2016, showcasing expertise in data visualization techniques and tools.
- Uncovered actionable insights on pricing trends and market dynamics within the Airbnb ecosystem.
- Transformed raw data into visually compelling insights, empowering stakeholders with valuable information for strategic decision-making.
- Demonstrated strong project management skills in all phases, from data collection to visualization design, ensuring successful project delivery.

Work Experience

CUSTOMER SERVICE, TOY MARKET GROUP

3 APRIL,2022 – 21 JULY,2023

- Manage online customer interactions via WhatsApp, Instagram, Facebook Messenger, and phone calls.
- Coordinate online orders, including delivery and pickup logistics.
- Handle customer feedback, including complaints, and work towards satisfactory resolutions.

ASSISTANT MANAGER, TOY MARKET GROUP

7 NOV,2020 – 31 AUG,2021

- Manage store inventory, including transfers between branches and warehouse.
- Assist customers in finding desired items and arrange inter-branch orders.
- Promote and sell products to customers, using persuasive techniques.