

# Joe Al Sokhen

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## Key Skills & Strengths:

- **Data Analysis & Intelligence:** Extracting insights from phone and social media data for strategic decision-making.
- **Operations & Administration:** Streamlined data updates for 700+ personnel, managed requests, and facilitated communication.
- **Customer Satisfaction Champion:** Consistently exceeded sales targets through exceptional service and impactful displays.
- **Tech-Savvy Problem Solver:** Resolved mobile and tablet issues on the spot, ensuring data security and high customer satisfaction.
- **Leadership & Collaboration:** Led sales teams and proactively kept staff apprised of policy updates, enhancing compliance and teamwork.

## Education:

### Current:

**Computer Science:** Second Year - American University of Science and Technology (AUST)

### Previous (Freelance):

**General Sciences:** 2021 - Lebanese Baccalaureate

## Experience:

### Liban Fruits, Dekouaneh

Jul 2024 – Nov 2024

- Ensure accurate and efficient order handling to meet delivery timelines.
- Implement using AI and Python algorithms to automate order preparation for major clients such as Toters and NokNok, reducing human error and boosting operational efficiency.
- Optimized a lengthy task by identifying software, database limitations and implementing a targeted workaround, doubling time efficiency.
- Prepare and issue daily invoices for drivers to ensure accurate billing before dispatch.
- Resolve invoice discrepancies and address customer feedback to enhance service quality.

### Lebanese Army, Baabda

Sept 2014 – May 2024

- **Data Intelligence Specialist:** Analyzed phone and social media data, providing actionable insights for operations and problem-solving.
- **Operations & Administration Lead:** Managed comprehensive data updates for over 700 personnel, handled reception and escalation of their requests, and properly circulated command statements to the personnel.

### NEWLINE Corp. - Khoury Home, Lebanon, Dora branch

May 2013 – Sept 2014

- **Sales & Customer Service Expert:** Achieved sales targets, created impactful displays, and delivered exceptional service across mobile phones and tablets.

- Proficient Administrator: Handled billing, data entry, reports, supplier reconciliations, and account management with accuracy and efficiency.

### **Samsung CTC, Nahr Al Mot**

Jan 2012 – July 2012

- Mobile Service Center Department – **INTERNSHIP**

### **Technical Skills:**

- Programming: Flutter, Android development, HTML, CSS, Django
- Operating Systems: Windows, Linux, MacOS, Android
- Software Tools: MS Office Suite, Git, Photoshop, Illustrator
- Data Recovery & Analysis

### **Soft Skills:**

- Strong work ethic, critical thinking, and problem-solving skills.
- Excellent communication, interpersonal, and leadership abilities.
- Acclimatization, swift learning, and passion for continuous improvement.

### **Academic Achievements:**

- Mobile App Development: In progress - Developing two innovative apps using Flutter for launch on Play Store and App Store.
- Android Kernel Modification: Actively contributing to the Android development community through upstreaming kernels and custom tweaks, enhancing user experience and performance.

### **Language Proficiency:**

- Arabic: Native
- English: Full Professional proficiency
- French: Limited working proficiency

### **Certifications:**

- [Information Technology Specialist](#) in Python by Microsoft (DMN8-4wb2)
- [Introduction to Cybersecurity](#) by Cisco
- [Operating System Basics](#) by Cisco
- [HarvardX CS50W](#) - Web Programming with Python and JavaScript by edX x Harvard University

### **References:**

Available upon request.