

Georges Yammine

Management Information Systems Student

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Summary

Devoted and determined Management Information Systems Student, embarking on my final semester of studies with a commitment to bringing substantial value through my work. Proficient in data analysis, software development, and project management, I aim to leverage these skills to optimize processes, streamline operations, and drive innovation within the organization. With a keen eye for identifying opportunities for improvement and a proactive approach to problem-solving, I am determined to contribute effectively by delivering measurable results and fostering a culture of continuous improvement.

Education

Baccalaureate in Life Science – 2019 - 2021

Collège Notre Dame Des Apôtres, New Rawda, Beirut, Lebanon.

Bachelor's Degree in Management Information Systems – Fall 2021 - Summer 2025

Lebanese University Faculty of Economics and Business Administration Branch II, Achrafieh, Lebanon.

Experience

Customer Service (FNB / Front Office) – 2021 - 2023

- Maintained accurate visitor and employee logs and handled meticulously transactions ensuring compliance with security protocols providing valuable and accurate reports to administration.
- Managed administrative documents containing sensitive client data with discretion and confidentiality.
- Responded promptly and professionally to client email inquiries and calls.
- Professionally communicated through email with co-workers with supervision from managers to facilitate services and teamwork.
- Developed strong communication and interpersonal skills through interactions with customers and colleagues.
- Experience working effectively in a team-oriented environment to achieve common goals.
- Developed the ability to analyse problems and find practical solutions.
- Handled customer complaints and resolved conflicts professionally ensuring customer satisfaction.
- Took initiative to communicate potential marketing ideas and improvements.

Internship at better'fly: IT Project Management Assistant (February - May 2024)

- Managing and coordinating various stages of software development projects.
- Helped track project milestones, budget allocations, and resource usage.
- Supported communication between developers, stakeholders, and project leads.
- Developed skills to analyse project data, track progress against milestones, and identify potential bottlenecks.

Internship at ServeIT: Digital Transformation Intern (July - August 2024)

- Collaboration with the digital transformation team to help analyze and optimize internal business processes.
- Assisted in assessing and implementing new technology tools to automate workflows and improve efficiency across departments.
- Conducted research on emerging tech trends and presented findings on potential digital solutions for client projects.
- Learned to map out and analyse workflows, identifying areas for automation and creating more streamlined processes.
- Gained experience with change management strategies, understanding how to support employees and departments in adopting new tech solutions.

- Improved adaptability by working on various aspects of digital transformation, from research and analysis to implementation.

Projects

Cedar Heirloom (FYP), Ecommerce website, Lebanese craftsmanship and artisan goods – Summer 2024

- Developed in HTML5, CSS, JavaScript, PHP, MySQL
- Business analysis, data collection, user target advertising

Phishing Awareness and Prevention Initiative, reducing phishing vulnerabilities. Recognizing phishing as a common cybersecurity threat, improving awareness and implement preventative measures through both technical tools and educational resources.

- Designed and executed a controlled phishing simulation to evaluate how students and faculty responded to phishing emails, gathering data on common vulnerabilities and response times.
- Data Analysis and Reporting.
- Email Filtering and Security Settings.

Volunteering

Lebanese Food Bank – 2021 - 2022

- Developed empathy and compassion through community engagement.
- Enhanced teamwork, leadership, and organizational skills.
- Expanded understanding of community needs and societal challenges.

Skills & Expertise

Soft skills:

- Leadership & Team Management
- Problem Solving
- Project Management
- Strategic Planning
- Adaptability
- Planning & Organization
- Time Management
- Research

Languages:

- HTML
- JavaScript
- CSS
- Java
- C++
- PHP
- UML

Technologies:

- MySQL
- Git
- Microsoft Office
- XML

Languages

Arabic: Native **English:** Fluent **French:** Fluent

