

# Karine Ayash

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## OBJECTIVE

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Computer and Communications Engineer with hands-on experience in cybersecurity, cloud computing, and technical support. Adept at translating technical concepts into practical solutions, with a proven track record in client management, network troubleshooting, and cross-functional collaboration. Demonstrated leadership through organizing impactful tech events and leading cybersecurity initiatives in university communities. Open to diverse opportunities within the field—including cybersecurity, cloud infrastructure, networking, and technical consulting—where I can contribute my skills, adapt quickly, and continue growing professionally.

## EXPERIENCE

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### Sales Account Manager, WAYVZ

July 2024- January 2025

- Managed and grew relationships with key clients, ensuring their needs were met and exceeded in a timely manner.
- Developed and delivered sales presentations, showcasing company products and services to both new and existing customers.
- Identified and pursued new business opportunities, increasing the company's market share and revenue.
- Collaborated with the technical support and engineering teams to ensure seamless service delivery and client satisfaction.
- Provided regular reports on account performance, sales pipeline, and market trends to senior management.
- Negotiated contract terms, pricing, and service level agreements (SLAs), ensuring both customer and company interests were met.

### Technical Support Intern, WAYVZ

July 2024- September 2024

- Provided technical support and troubleshooting for network-related issues, ensuring minimal downtime and optimal performance.
- Assisted internal team members and partners, offering timely support and clear communication managing technical challenges to ensure smooth collaboration and efficient issue resolution.
- Monitored, diagnosed, and resolved connectivity, VoIP, and network configuration issues for clients.
- Assisted in system maintenance, software updates, and hardware configurations to improve service reliability.
- Analyzed and documented technical issues, escalating complex problems to senior engineers when necessary.
- Collaborated with cross-functional teams to enhance customer experience and optimize network operations.
- Gained hands-on experience in telecommunications protocols, networking technologies, and cybersecurity best practices.

### MENA Tech Skills Boost Campaign, Google Cloud Computing

April 2024-June 2024

- This boost campaign is presented by google and teaches fundamentals of cloud computing, working on Cloud Shell, explores building and deploying applications with google cloud's IaaS solution, as well as other fundamentals.

### Offensive Cyber Security Bootcamp, Semicolon

February 2024-April 2024

- Understood the fundamentals of cyber security
- Exploited vulnerabilities using appropriate tools (burp suite)
- Recognised different types of attacks and defended against them

### Java Internship, IUL

September 2023-October 2023

- Developed a software for gyms with several services (different classes, coaches, dietitians, sport types) with a team of 3 people
- Gathered and designed use case diagrams
- Included registration, payment methods, scheduling, printing membership cards as well as other services that were implemented using Java and SQL

### Cyber Security Intern, MTC

July 2023-August 2023

- Contributed in the IT department specifically with VAS, cyber security and development (app and web)
- Threat Hunted using AC hunter and threat analysis
- Deployed Log management and Analysis Proficiency using Elasticsearch
- Participated in daily meetings, providing progress updates and contributing to security management practices
- Assessed vulnerabilities and scans using Nexpose

## **EDUCATION**

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**Islamic University of Lebanon (IUL), Wardeniye, Lebanon**

September 2020-July 2025

**Bachelor's degree of Computer and Communications Engineering (CCE)**

## **EXTRACURRICULAR ACTIVITIES**

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**GDG Co-leader, IUL**

February 2024-July 2025

- Organized various event; Google Summit at IUL, events to be implemented throughout the year for the Institute of Electrical and Electronics Engineers (IEEE)

**IEEE Chairperson, IUL**

February 2024-July 2025

- Organized multiple events to be implemented throughout the year for the Institute of Electrical and Electronics Engineers (IEEE)

**GDSC Cyber Security track leader, IUL**

November 2021-July 2025

- Contributed as the cyber security track lead of 2023-2024 for the Google Developers Student Club core team at IUL
- Demonstrated leadership as the cyber security track leader, with responsibilities including organizing events, workshops, and initiatives focused on cybersecurity
- Organized an "Introduction to cyber security" event at IUL
- Organized a Devfest at IUL, being the first ever to be organized by a student club in Lebanon

## **CERTIFICATES**

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- Artificial intelligence by Harvard
- Cyber security foundation by IBM
- ICDL certificate
- British council certificate in English language (level C2)
- Git for developers by Thomas Huber
- Offensive cyber security bootcamp by Semicolon and GDG Lebanon
- Semicolon CTF Certificate

## **SUMMARY SKILLS**

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**Languages:**

English (fluent)      Arabic (native)