

Mohammad Al Halabi

Information Technology Management Student | Data Analytics
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EDUCATION

Lebanese American University (LAU)

Bachelor of Science in Information Technology Management

Minors: Data Analytics, Computer Science

Jan 2022 – Present (Expected Graduation in Summer 2027)

EXPERIENCE

Full Stack Web Development Intern

Jun 2023 – Sep 2023

Integrated Digital Systems (IDS)

- Built and deployed a full-stack Meeting Room System using ASP.NET Core MVC, C#, and Microsoft SQL Server.
- Engineered secure RESTful APIs and integrated authentication workflows for reliable dual-platform communication.
- Designed responsive user interfaces using HTML, CSS, JavaScript, Bootstrap, and jQuery to improve usability and user experience.

Trial Class Manager

Aug 2025 – Nov 2025

Kodland

- Increased trial-to-enrollment conversion by 27% through personalized onboarding, effective communication, and timely support.
- Enhanced customer satisfaction by resolving parent and student issues through email, chat, and live calls.
- Coordinated instructors and support teams to streamline trial class operations, reduce dropout rates by 15%, and improve student retention.

Customer Service Representative

Nov 2024 – Jan 2025

Yellow Pages

- Managed customer inquiries across phone, email, and chat while maintaining an 85%+ client retention rate.
- Used Salesforce CRM to document cases, track follow-ups, and support consistent client communication.
- Resolved service issues through clear written and verbal communication, improving customer satisfaction and response quality.

Sales Representative

Jul 2024 – Nov 2024

Yellow Pages

- Achieved \$15,000 in net sales through strategic lead follow-up, CRM pipeline management, and consultative communication.
- Boosted lead conversion by 30% by tailoring sales approaches to client needs and improving follow-up timing.
- Maintained Salesforce records, tracked opportunities, and supported client relationship management across sales cycles.

Founder

Jun 2020 – Present

Edvora.lb Academic Consultancy

- Launched and managed academic consultancy operations, including hiring, advertising, budgeting, service coordination, and client communication.
- Acted as mediator between clients and academic tutors, negotiating service terms, pricing, expectations, and delivery timelines.
- Expanded service offerings based on market analysis and client feedback, growing the consultancy's student and tutor network.

EXTRACURRICULAR EXPERIENCE

Freelance Academic Tutor

Jan 2020 – Present

- Delivered customized tutoring in programming, data analysis, business IT, and university coursework.
- Supported students with technical problem-solving, assignment planning, and practical understanding of programming and analytics tools.

VOLUNTEERING

Volunteer

Sep 2024 – Dec 2024

Red Cross LAU

- Supported logistics and distribution of essential supplies to approximately 60 displaced families in Beirut.
- Assisted in setting up and maintaining two temporary medical stations on campus for 30+ walk-in civilians seeking first aid and emotional support.
- Collaborated with 10 volunteers to raise emergency preparedness awareness for 100+ university students.

PROJECTS

Meeting Room Management System

- Developed a full-stack web application using ASP.NET Core MVC, C#, SQL Server, REST APIs, HTML, CSS, JavaScript, Bootstrap, and jQuery.
- Implemented authentication, database-driven scheduling, and responsive front-end components for internal room booking workflows.

Academic Consultancy Operations and Tutoring Support Website

- Managed client intake, tutor matching, pricing coordination, and service delivery for Edvora.lb Academic Consultancy.
- Applied data-informed feedback review and communication workflows to improve service quality and client retention.

CERTIFICATES

Google Ads Certification | Google Data Analytics Professional Certificate | IBM AI Engineering Professional Certificate | Microsoft Azure AI Fundamentals (AI-900) | Meta Back-End Developer Professional Certificate | DeepLearning.AI AI For Everyone

TECHNICAL SKILLS

Languages: Python, Java, C, C++, C#, SQL, HTML, CSS, JavaScript, Arduino, MIPS

Technologies: ASP.NET Core MVC, REST APIs, Bootstrap, jQuery, Shopify Liquid, Git, Tableau, Power BI, Jupyter, SPSS, Stata, Microsoft Excel, Salesforce CRM, Microsoft Office, Google Workspace, customer relationship management, sales pipeline management, AI integration, machine learning fundamentals, prompt engineering, Azure AI fundamentals, Google Cloud data concepts

Soft Skills: Project management, communication, analytical thinking, problem solving, customer support, sales strategy

Languages: Arabic (Native), English (Fluent), French (Intermediate)