

Osama Chatila

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EDUCATION

Lebanese American University

2022 – 2025

B.S. in Business – Information Technology Management

PROJECTS

Green Farm Harvest | SAP, BPMN, Supply Chain, ERP Integration

- Modeled end-to-end business processes (Procurement & Order Fulfillment) using BPMN diagrams.
- Completed 20+ SAP ERP exercises simulating real-world enterprise operations.
- Designed ERP integration plan for procurement, inventory control, and logistics.
- Focused on SCM and operational planning for agricultural production and distribution.
- Consulted ERP professionals and small business owners to align with industry practices.
- Developed skills in aligning IT systems with business operations for efficiency and traceability.

Z-Gym | UML, System Analysis, Digital Transformation, Figma

- Re-engineered business processes for registration, billing, and communication systems.
- Designed Use Case, Sequence, Activity, Context, Decomposition, and Data Flow Diagrams.
- Built comprehensive models using Structured English and data diagrams.
- Developed an interactive Figma prototype simulating the system UI.
- Documented 7 use cases covering the full member lifecycle.
- Collaborated to deliver a full-scale system proposal with CRM and automation solutions.

EXPERIENCE

Customer Service Agent

May 2023 – Present

American University of Beirut Medical Center (AUBMC)

- Handled 150–200 daily incoming calls using a predefined script, while adhering to service excellence standards with professionalism, empathy, and responsiveness.
- Made announcements over the Public Address System (PAS), including emergency codes, fire alerts, and administrative messages.
- Responded to emergency calls promptly and accurately by following established AUBMC procedures and protocols.

Academic Group Projects & Presentations

2023 – 2025

- Delivered group presentations on ERP systems, cybersecurity in business, and data ethics.
- Collaborated on project planning and execution using shared docs, Gantt charts, and version tracking tools.
- Gained practical knowledge in insider threat detection by analyzing behavioral patterns, risk scoring, and user profiling techniques using UEBA, SIEM, and UAM.
- Developed a deep understanding of how psychological factors and human behavior influence cybersecurity threats in organizational settings.
- Strengthened analytical and critical thinking skills through real-world cybersecurity case studies and proactive solution design.

SKILLS

- **Languages & Tools:** C#, Python, SAP, Tableau, UML, Figma, Maze, MS Visio, MS Excel, MS Access
- **Spoken Languages:** English (Proficient), Arabic (Native)
- **Methodologies & Frameworks:** BPMN, ERP Systems, CRM, Agile (basic), SDLC
- **Soft Skills:** Team Collaboration, Presentation, Communication, Analytical Thinking, Project Documentation