

Suher El-Basha

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Education

- **Computer Engineering | 2016-2022 | Faculty of Engineering - Tripoli University**

My final year project was titled as “Automatic Sentiment Analysis via Deep learning approach”, and it was graded as 95%.

Experience

- **Technical Support Engineer | Libyan Spider | October, 2020 – Mar, 2024**

My tasks are included but are not limited to: research, diagnosing, troubleshoot, and resolving customer/general issues in an accurate and timely manner. In addition, to monitoring the systems and proposing improving solutions.

- **Business Developer & Data Analyzer | MTIF | July, 2020 – October, 2021**

Internship program with Masarat company, where I could improve my ability to propose policies and programs necessary to develop and improve business by conducting internal analysis studies and researches necessary to develop and improve business and investment.

- **Program Coordinator | Online volunteering program with The International Telecommunication Union (ITU) | June, 2020 – August, 2020.**

My task was to create a stakeholder map and identify successful global youth events.

- **PROJECT MANAGER | THE STUDENT CENTER(NGO) | March, 2017- June, 2020**

The leader of a scientific project, which studies the social problems in Libyan society using technology.

- **Chief MENTOR | INSPIRE LAB | March, 2019 – September, 2019**

Taught young talents Programming and basics of electronics. Also worked as an activity planner.

- **DATA ANALYZER | SMC(NGO) | 2017-2019**

Used statistical techniques for hypothesis testing to validate data and interpretations.

- **LOGISTIC COORDINATOR | THE STUDENT CENTER(NGO) | 2016-2019**

Volunteered to manage many events and campaigns.

Professional Development & Training

- **Google IT Support Professional Certificate | 2020 | Google**

Relevant Courses (online-based) include but not limited to: Technical Support Fundamentals, Operating Systems, Computer Networking, and IT Security.

- **Google IT Automation Professional Certificate | 2020 | Google**

By taking these six online courses, I gained experience in Troubleshooting and Debugging Techniques, analyze real-world IT problems and implement the appropriate strategies to solve those problems, and Python programming.

- **Advanced Academic English Skills| 2019-2020| University of California, Irvine.**

Via seven courses in this online specialization, I have improved my English skills (Writing, Speaking, Listening, and Reading) to C2(Advanced Level) according to the Common European Framework of Reference (CEFR).

- **Project Management and Main Tools for Career Development| 2020| University of California, Irvine.**

By taking six courses in this online specialization, I gained a strong working knowledge of the basics of project management, learning the key roles and responsibilities of the project manager and project team. Additionally, learning essential career success skills, like business writing, negotiation, and effective problem-solving.

Skills & Abilities

DATA ANALYSIS

- Successfully interpreted data to draw conclusions for managerial action and strategy.
- Used statistical techniques for hypothesis testing to validate data and interpretations.
- Manage the planning and development of design and procedures for metrics reports.
- Proposed solutions to improve system efficiencies and reduce total expenses.

MANAGEMENT

- Manage, monitor, and evaluate the performance of student projects and campaigns, the total staff of 25+.

IT SUPPORT

- Ability to diagnose and troubleshoot issues with Operating Systems (Linux and Windows), Computer Networking, and IT Security.

ADDITIONAL SKILLS

- Customer service.
- Interpersonal skills.
- Time management.
- Microsoft Office & Excel.
- Fast Learner.

Awards

- Winning the “Scientific Excellence Student Award” at the level of Tripoli city in 2015 awarded by the Libyan Ministry of Education.