

ENG. JOUD KHATTAB

Information Management Officer | Data Scientist

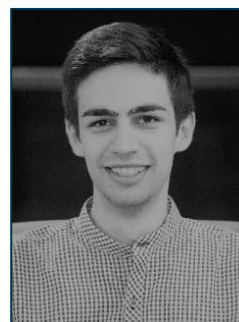
Mobile: +963 (99) 144 - 8543

Personal Email: khattab.joud@gmail.com

Business Email: jkhattab@unicef.org

Website: www.joudkhattab.com

LinkedIn: joudkhattab



BACKGROUND

I am a Data Scientist with four years of experience in analysis with extensive experience working in technology-driven businesses converting big data into meaningful and actionable insights. I am inspired by the significant role of technology in development issues and how frontier technologies could shape the current world we live in. I have always been drawn to the space where technology and business intersect. So, my education in these fields enables me to communicate effectively with both sides. I am passionate about education, acquiring knowledge, and gaining expertise related to innovation. I am an experienced software architect with more than seven years of diverse work in data analysis, programming, and academic teaching. I am an eager volunteer and tech entrepreneur who has always loved to get involved in innovative development, technology, and leadership projects and initiatives.

PERSONAL INFORMATION

Date of Birth: 2nd January 1994

Nationality: Syrian

Marital status: Single

Gender: Male

Military Service: Exempt

LANGUAGES

Arabic: Native proficiency

English: Professional working proficiency

COMPETENCIES & SKILLS

Analytical Skill, Quality Assurance, Leadership, Digital Innovation, Critical Thinking, Hard Working, Problem Solving, Team Working.

EDUCATION



Master in Big Data Science

Dec. 2016 – Dec. 2019

Average: 79%

Institution: Higher Institute for Applied Sciences and Technology, Damascus, Syria

Field of Study: Data Warehousing & Mining, Data Analysis, Machine Learning, Data Visualization, Cloud Computing, Data Privacy, Text Analytics, Social Network Analysis.



Bachelor of Economics

Jun. 2011 – Jun. 2017

Major: Business Administration

Average: 75%

University: Damascus University, Damascus, Syria

Field of Study: Project Management, International Marketing, E-Commerce, Human Resource Management, SMEs Management, International Business Administration.



Bachelor of Informatics and Communication Engineering

Aug. 2011 – Aug. 2016

Major: Software Engineering

Average: 93.5% | First class in all semesters

University: Yarmouk Private University, Damascus, Syria

Field of Study: Programming, Algorithm Analysis, Database Systems, System Analysis & Design, Image Processing, Artificial Intelligence, Natural Language Processing.

RESEARCHES

- Shifting company business analysis strategy using customer engagement management tools. 2020
- Using Social Network Analysis to Understand and Analyze the SDGs. 2019
- Geospatial Information Management infrastructure review in NSOs for the Arab States. 2017
- Using Big Data for Development. 2017
- Fog Computing Architecture. 2017
- Understanding user personality through social media using Natural Language Processing. 2017
- Data Storytelling for Big Data. 2017

WORK EXPERIENCES



Information Management Officer at UNICEF Syria

Jun. 2023 – Present

Responsibilities

- Generate and manage information efficiently to facilitate the Child Protection program reporting.
- Develop, monitor, and update M&E frameworks to support the Child Protection program by managing and designing assessments and analyze the results of the assessments by generating programme impact analysis.
- Building capacity for Child Protection partners and section staff in information management by conducting training for partners on data collection methods and reporting templates.
- Prepare grant attribution for donor reports as well as conducting the needed analysis for the grant allocations base on situation and needs.

Achievements

- Led the enhancement of data reporting and evaluation processes focusing on earthquake effects, establishing streamlined reporting workflows with partners for improved data accuracy.
- Updated and standardized the section Outcomes & Outputs Indicators Handbook, aligning measurement methodologies across different field offices.
- Developed and deployed PowerBi dashboards to enable more effective activity tracking and monitoring at both partner and field levels.
- Created and implemented assessment tools for multiple programs, including MHPSS, Parenting, and Frontliners, resulting in the collection of over 150,000 assessments from 16 partners across all governorates.



Information Management Officer at UNDP Syria in the Early Recovery & Livelihood Sector

Nov. 2021 – Jun. 2023

Role

- Managed information for both the Whole of Syria (WoS) and the Damascus Hub.
- Collaborated closely with the UNDP Strategic Policy Unit.
- Member in the Whole of Syria Information Management Working Group.

Responsibilities

- Address information needs of the Early Recovery and Livelihood (ERL) sector by developing pertinent databases, maps, and charts aligned with sector objectives, plans, and activities on a regular basis.
- Oversee the process of data collection, analysis, and dissemination for the ERL Sector, maintaining constant updates of the ERL 4Ws database and its derivative products and ensured seamless information sharing with other sectors.
- Orchestrate all Information Management (IM) related processes involving in conducting the Humanitarian Need Overview (HNO), Humanitarian Response Plan (HRP), Syrian Humanitarian Fund (SHF) allocations.
- Strengthening evidence-based learning and contextual and sector analysis reports tracking most priority responses and the consequent mapping of ERL resources, needs, and gaps.
- Build the capacity of the hub IMs and partners on data submission, analysis, and visualization through in-person and on job training.

Achievements

- Developed standardized reporting templates, leading to streamlined data collection and a significant reduction in turnaround time.
- Produced management reports and conducted reach analyses for the Humanitarian Country Team (HCT) and the Secretary-General reporting (SG) for the early recovery situation in Syria.

- Created dashboards showcasing early recovery interventions across Syria, which were utilized by over 50 agencies and provided valuable insights to both global and local senior management teams.
- Supported Humanitarian Sectors with designing time-sensitive assessments, contributing to complex data collection tasks, destruction GIS mapping, and sharing daily sitrep during the devastating earthquakes that shook Syria.



ICT Quality Assurance & Data Analyst at UNDP Syria in the NGO Capacity Building Unit

Jan. 2021 – Nov. 2021

Responsibilities

- Formulate Quality Assurance (QA) and Monitoring & Evaluation (M&E) Standard Operating Procedures (SOPs) for services, activities, and projects executed by the NGO's capacity building unit.
- Conduct in-depth analysis of ICT requirements for NGOs, with a focus on shifting the management's perspective towards recognizing ICT as a pivotal tool for NGO advancement.
- Articulate and establish Terms of Reference (TORs) and specifications for software solutions for NGO's capacity building unit.
- Develop and administrate the NGOs e-learning platform and NGOs Roster visualization dashboard.
- Oversees the management of data collection and analysis for Civil Society Organizations (CSOs)/NGOs.

Achievements

- Developed and launched an online platform that aims to enhance the capabilities of the Syrian civil organizations, fostering networking efforts, and facilitating the exchange of experiences among them.
- Establish a holistic Programme Engagement System, including i) management of NGOs capacities analysis, ii) trainees tracking data sets. Led to ease of access to information and convene proper analysis.
- Created knowledge base of 600 NGOs that let to cut projected time for data analysis by 60%.



Business & Data Analyst at Spacetoon in Spacetoon GO VOD Platform

Apr. 2020 – Dec. 2020

Responsibilities

- Managing compiling and tracking KPIs and periodic analysis delivered for SVOD platform.
- Identify fast viewership trends and top performing content to drive strategic promotion.
- Work closely with stakeholders and team members to identify and unlock business opportunities.
- Define, set and develop a consistent data strategy and business intelligence solutions that meets the business objectives and targets.
- Designing, implementing, and improving data models, data pipelines, and metadata extractors.
- Lead, implement, and maintain the integration and operation of the analytics and engagement systems.
- Support insights and visualization of historical and complex data sets and develop prototype solutions, models, and algorithms analytics to lead to actionable insights and decisions.
- Ensuring data accuracy, performance, usability, and functionality requirements of BI platform.

Achievements

- Designed and implemented data driven customer journeys with the CEM team, AB tested and optimized to maximize engagement, conversion, and retention of customers.
- Designed and implemented a data warehouse to obtain a single view of the company customers to capture business operation information.
- Built custom integration between CleverTap and legacy CEM and internal systems to consolidate users' engagement and campaign tracking.
- Led ethnographic research and customer segmentation of 80,000 respondent survey to define priority target customers; built positioning strategy and designed 10 experience elements.
- Generated insights on customer churn and renewal rates from data tables with 100M+ rows in SQL.



Co-Founder & Software Architect at Software Development Office

May 2018 – Jan. 2019

Responsibilities

- Design and execute software solutions to address different business challenges.
- Generate high-level product specifications and design documents to guide the development process.
- Formulate comprehensive software project plans and efficiently manage deliverables to ensure timely completion.
- Leading and managing the development team. Consisting of 6 cross functional software engineers.
- Ensure the solutions meets quality assurance criteria by developing and implementing test plans to evaluate functionality, performance, reliability, and compatibility of software applications.
- Evaluate and recommend tools and technologies to ensure the highest quality product platform.

Achievements

- Successfully deployed more than five web platforms in different domains such as e-commerce and medical solutions.
- Guided technical and business support for early stages Syrian startups and initiatives.
- Overhauled the obsolete legacy source code of two production applications, resulting in increased usability and reduced load time by 50%.



Researcher Intern at UN-ESCWA in the Statistical Division

Sep. 2017 – Jan. 2018

Responsibilities

- Compiles, processes, and works with multidimensional socioeconomic databases.
- Facilitate in developing, implementing, and managing of statistical database and data science projects.
- Supports drafting of inputs to presentations, project documents, and research papers.
- Coordinate in the organization of seminars, working groups and expert meetings.

Achievements

- Developed research about Big Data importance to national statistical offices and projects related to it to implement Sustainable Development Goals (SDGs).
- Conducted research about Geographic Information System (GIS) and Geo-spatial data for development in the world and the maturity of Arab countries in this domain.
- Applied performance testing and functional testing on e-learning platform on gender statistics and open data platforms for statistical division.
- Associated in organizing an expert group meeting on Innovation and Technology for SDGs.
- Developed prototype to identify key influencers on Twitter using clustering techniques over 100,000 data points in Python.



Full Stack Web Developer Freelancer

Jun. 2014 – May 2018

Responsibilities

- Design the overall architecture of web applications ensuring optimal functionality and user experience.
- Upheld high standards of quality and responsiveness in the applications developed.
- Creating servers and databases for functionality.
- Working alongside graphic designers for web design features.
- Designing and developing APIs and writing their technical documentation.
- Develop websites using ASP.NET, PHP, HTML5, JavaScript, and many more tools and languages.
- Software development for web-based systems, using C#, ASP.net, MVC, Entity framework, MSSQL server.
- Working with multinational clients in UAE, Saudi Arabia, Turkey, Lebanon, Iraq, and Germany.



Responsibilities

- Attended startup exhibitions and summits to present the startup and to expand potential customers, partners, and investors.
- Conducted business plan and strategy, developed business model, and facilitated all facets of the business development.
- Develop the desktop and the web application for the platform and the ML/AI algorithms for recording lessons and playing them.

Achievements

- Found a company specialized in the development of interactive and intelligent e-learning and screen recording platforms which use machine learning and AI to automate and expedite.
- Built a self-learning, interactive and intelligent e-learning platform dedicated to record computer programs in a smart way that is more interactive and easier than any existing self-learning system.
- Had a full year incubation at Information Technology Incubator, where I received entrepreneurship training and mentoring from experts.
- Won the third-place prize at Startup Weekend Damascus.

ACADEMIA EXPERIENCES



Scientific Committee Member at Distinction and Creativity Agency Syria

Jan. 2022 – Jun. 2022



Lecturer Assistant at Yarmouk Private University in the Information and Communication Engineering College

Feb. 2017 – Sep. 2021

Role

- Secretary council of the Information and Communication Engineering College.
- Representative of the college technical commission.

Responsibilities

- Teaching a diverse range of courses including programming, algorithms, data analysis, web development, system analysis and design, covering the entire software development lifecycle from requirement gathering to deploying software's.
- Teaching programming languages such as Python, C++, C#, Java.
- Act as a supervisor and jury member for graduation projects.
- Development of courses curriculum and college curriculum plans.
- Preparing academic programs for each semester, ensuring alignment with educational objectives.
- Ensure the academic content's adherence to high scientific standards.
- Facilitate and organize meetings for the college council and executive committee.

Achievements

- Taught more than 1000 students and developed curriculums for 12 different courses.
- Guided 25 graduate projects in software engineering, mobile development, artificial intelligence, augmented reality, and many more.
- Supervised and mentored dozens of students, each of whom gained professional work experience and received job offers.
- Revitalized the college by carrying out seven advocacy workshops toward Programming, SDGs, Entrepreneurship, and Frontier Technologies.



Lecturer at Arab International University in the Information and Communication Engineering College

Aug. 2018 – Aug. 2020

Responsibilities

- Teaching Software Engineering courses at the Faculty of Information and Communication Engineering. Courses like System Analysis and Design, and Business Intelligent.
- Supervising 8 senior and junior projects.
- Certified Trainer for the national graduation examination.

VOLUNTARY EXPERIENCES



WSA Youth Ambassador at World Summit Awards (WSA)

Jun. 2020 – Present

Overview

- The World Summit Awards WSA is an INGO that hold a unique awards system, selecting and promoting local digital innovation to improve society. WSA implements the UN agenda for the development of the information society and explicitly supports the UN SDGs through ICTs.

Responsibilities

- Spread the call for WSA Young Innovators at both the national and regional levels.
- Share thoughts and perspectives for strategic decisions related to WSA.
- Promote the overall objectives and initiatives of WSA related to youth and SDGs.
- Jury member in the WSA Young Innovators award.

Achievements

- Nominated three Syrian entrepreneurs and startups for the international competition and linking them with international bodies.



Technical Team Leader at Youth Leadership Programme (YLP) in UNDP Bureau Arab Regional Office

Nov. 2019 – Dec. 2020

Responsibilities

- Create design, develop modules, and coordinate efforts with the development team, working on platform architectural implementation.
- Evaluates needs for designs and work closely with the communication team for product plan.

Achievements

- Developed YLP platform, which built a regional network working at the intersection of youth, innovation, and sustainable development. It aimed to connect YLP alumni and partners across the Arab States region. It offers a space for participants to network, shares their ideas, and search for support.
- Launched YLP online platform during YLP5 regional forum in Amman.
- Recruited and led 6 volunteers from 6 Arab countries to work on the platform.



Advisory Council Member at Youth Leadership Programme (YLP) in UNDP Syria

Mar. 2019 – Mar. 2022

Responsibilities

- Supports the UNDP YLP and UNDP Syria Country Office relevant youth-led initiatives and programming by following on planning process, implementation, and coordination with partners, accessing regional networks, creating linkages, and providing technical support.
- Support Syria CO in designing of systematic approach to developing the UNDP Syria Youth Database categorized by Youth engagement in programmatic thematic areas and analyzing trends of them.
- Works in the development of project activities to promote youth's social and economic empowerment in Syria and the Arab region.
- Facilitates the delivery of YLP activities and other ongoing Youth-led Initiatives by monitoring results achieved during implementation.

Achievements

- Launched SEERS digital platform to identify core and innovative leaning of a digital community that best encourages, inspires, and supports successful social enterprises and entrepreneurs in Syria.
- Influenced the strategic planning including developing Youth Action Plan for Syria and creative responses to emerging challenges and opportunities for youth in Syria and the Arab region around SDGs.



Chief Technology Officer & Trainer at ChangeMakers

Aug. 2017 – Aug. 2020

Startup Overview

- ChangeMakers is a social enterprise born from the heart of Damascus, Syria, aiming to teach the youth programming principles and improve their ability to communicate effectively. ChangeMakers seeks to bridge the gap in school education by adapting convenient curriculum and interactive teaching while also reducing the gender gap in the tech field.

Responsibilities

- Ensure strategy alignment with vision and objectives while developing strategies and plans.
- Led a team of 15+ online and offline motivated young people.
- Design and develop coding and problem-solving curriculum for kids.
- Facilitate the implementation of meetups impacting +1,000 young programmers and university students.
- Supervising the development of an interactive learning platform and blog that advocates coding for youth.

Achievements

- Partnership with five different initiatives, programs, and entities.
- Launched an e-learning platform and blog for teaching programming, design thinking, and entrepreneurship.
- Developed programming curricula and algorithms for adolescents.
- Organized Innovation Bootcamps impacting 50+ young people, Hackathons producing 15+ tech and web projects.
- Planned and set up the first AI camp for non-technologists.



Co-Founder & Event Organizer at Innovation Hub

Feb. 2019 – Jun. 2019

Overview

- A Three days competition that was held on 2nd ,3rd and 4th of April in 2019 at Yarmouk Private University. During these three days, 50 participants from different governorates formed their teams and worked together. 12 ideas were developed from scratch to a business model and prototype and they prepared a pitch deck to present it in front of judges on the third day.

Responsibilities

- Plan and execute the event from concept to finish.
- Communicate with the partners to understand their wants and needs for the event.
- Create a budget that suits the allocated fund.
- Design a layout and agenda of the event.
- Hire essential volunteers and manage staff.
- Negotiate and contract with vendors.

Achievements

- Supported 45 youth to start more than 20 tech startups.
- Advocated about the technological tools, applications, and possible usages in different aspects.
- Encouraged tech students and experts to be more collaborative and open to working in teams.
- Partnership with more than 20 partners and sponsors.



Organizer at Syrian Collegiate Programming Contest

Aug. 2016 – Oct. 2018

Contest Overview

- The International Collegiate Programming Contest, known as the ICPC, is an annual multi-tiered competitive programming competition among universities.

Responsibilities

- My responsibilities have varied from volunteer, facilitator, mentor, organizer to a focal point for this contest over the past years.
- Organizing the competition at the local and national levels.
- Distribute tasks among team members and follow up on their work.
- Ensure the full readiness of the competition and follow up on its progress.

Achievements

- Organized three programming contests at the national level.
- Mentored and trained more than 15 students for the national contest.

TED^x Technical Associate at TEDxYPU

Nov. 2014 – Feb. 2015

Initiative Overview

- TEDxYPU is an event that brings together bright minds to give ideas-focused talks and a wide range of subjects, to foster learning, inspiration, and wonder-and provoke conversations that matter.

Responsibilities

- Associated with all the technical needs for the initiative.
- Assisted in the organization of the event.
- Designed and developed the event website.

Others

- | | |
|---|-------------|
| • AI Teens Hackathon Genious Planet & UNFPA Syria | 2024 |
| • Virtual Development Assignment Programme VDAP UNDP Global | 2022 |
| • Jury Member in Generation Unlimited Competition UNDP & UNICEF - Syria | 2020 |
| • Tech Mentor in Design the Future: Post-COVID Hackathon YLP UNDP - Regional | 2020 |
| • Tech Mentor in PeaceTech Youth Hackathon Riyada for Social Innovation - Lebanon | 2019 |
| • Web Developer and Technical Associate Community Initiatives - Syria | 2017 |
| • Organizing fairs and student activities Yarmouk Private University - Syria | 2015 & 2016 |

AWARDS & RECOGNITIONS



Arab Youth Technology Fellowships by Arab Youth Center

Oct. 2023 – Dec. 2023

- During my transformative fellowship journey, I had the privilege of participating in over 80 workshops and engaging in 500 hours of mentorship with more than 31 regional and international companies. I also attended both COP and COY events and collaborated with 30 talented tech climate innovators from 12 Arab countries. Luckily, I won the third-place prize in the fellowship for my SoilMend project.
- SoilMend is an AI-based solution designed to rehabilitate and revive soils either from misuse practices or following disasters by harnessing the power of advanced analytics and machine learning. It offers solutions to assess, restore, and enhance soil quality, ensuring rapid recovery and sustainable agriculture.

Algorithms & Problem-Solving Competitions

- ACM SYPUCPC | International Collegiate Programming Contest | Third Place 2016
- ACM SYPUCPC | International Collegiate Programming Contest | First Place 2014 & 2015
- ACM SCPC | International Collegiate Programming Contest | Achievement 2014 & 2015 & 2016

Entrepreneurship Competitions

- Jusoor Entrepreneurship Competition | Third Place 2018
- Khebrat Syria | Third Place 2016
- Startup Weekend Damascus | Third Place 2015

TECHNICAL SKILLS

- **Programming:** C, C++, C#, Java, ASP.NET MVC, HTML5, CSS3, JavaScript, jQuery.
- **Database Programming:** MySQL, JSON, XML, SQL, NoSQL.
- **Software Development Tools:** Visual Studio, Android Studio, NetBeans, SQL Server Management Studio, WordPress, Wamp, SharePoint.
- **Big Data Tools:** Hadoop, Spark.
- **Data Analysis:** Python, R, Advanced Excel, Google Analytics.
- **Data Mining Tools:** Visual Studio Business Intelligence, Knime, Firebase.
- **Data Visualization Tools:** Microsoft Power BI, ArcGIS Products, Tableau, Gephi, Gapminder.
- **Data Collection Tools:** ActivityInfo, KOBO, Inform.
- **Team Management Tool:** Slack, Trello, GitHub.
- **Modeling and Design Tools:** Enterprise Architect, Visual Paradigm.

TRAININGS

- Building Beneficiaries Database - MS Access | UNDP, Syria Apr. 2021
- Knowledge Management in NGOs | UNDP, Syria Mar. 2021
- Omnichannel Customer Engagement and Analysis Management | CleverTap, Online Dec. 2020
- Mobile App Store Marketing Intelligence | Sensor Tower, Online Oct. 2020
- Civic Sector Engagement and Capacity Development, Youth Perspective | UNDP, Syria Oct. 2019
- TOT on SDGs Advocacy | UNDP, Syria Jul. 2019
- Statistics on Based Gender | UN-ESCWA, Lebanon Jan. 2018
- Jusoor Entrepreneurship Bootcamp | Jusoor, Lebanon Feb. 2018
- ICTI Bootcamp for Entrepreneurship and Startups | ICT Incubator, Syria Oct. 2015

CONFERENCES & WORKSHOPS

- COP28 & COY18 | UAE Nov. 2024
- World Data Forum | China Apr. 2023
- United Nations World Geospatial Information Congress | India Oct. 2022
- Artificial Intelligence for Collective Intelligence | UNDP, Qatar Jun. 2022
- Youth Leadership Program 6 | UNDP Arab States, Online Nov. 2020
- Youth Leadership Program 5 | UNDP Arab States, Jordan Nov. 2019
- Women in Data Science | AUB, Lebanon Mar. 2018 & 2019 & 2020
- Big Data & Cyber Security | LU, Lebanon Dec. 2018
- Facebook F8| Developer Circle Beirut, Lebanon Oct. 2018
- Startup Battlefield MENA | TechCrunch, Lebanon Oct. 2018
- Arabic Digital Content | SVU, Syria Sep. 2018
- ArabNet Beirut | ArabNet, Lebanon Feb. 2018
- Innovation and Technology for achieving the 2030 Agenda | UN-ESCWA, Lebanon Dec. 2017
- Google Developer Group DevFest | GDG Coast Lebanon, Lebanon Nov. 2017