

LUGENE YOUSSEF

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OBJECTIVE

Seeking a full-time role in the business management information systems sector.

EDUCATION

San Jose State University San Jose, CA
Bachelor of Science in Business Administration/Management Information Systems Aug 2022 - Expected May 2024
GPA: 3.88
Relevant Coursework: Business Systems, Business Programming, Operations Management, Database Management

Foothill College Los Altos Hills, CA
Associate of Science in Business Administration With High Honors Sep 2020 - June 2022
Received President's Medal Award for a 4.0 GPA, Dean's Honors List, Social Media Manager of MSA

EXPERIENCE

IBM San Jose, CA
Mainframe Technical Support Intern May 2023 - Aug 2023

- Conducted extensive research on 23 DB2 Tools for z/OS products to create a support 101 page, providing useful information and links to help clients access valuable information and enhance self-service support.
- Prepared metrics, 2 charts and 3 spreadsheets for 10 products using the Cognos Business Intelligence suite which were used to present to clients to show our case progress.
- Completed 82 hours of courses and obtained 4 badges which taught me how to create a chatbot, knowledge on CSP, ARM, Mainframes, AI, IBM z/OS, Data Recovery, cloud, and emerging tech.
- Actively shadowed experienced team members to gain hands-on knowledge of mainframe operations and develop a strong understanding of navigating cases on CSP to address and resolve clients' issues with DB2 Tools products.
- Conducted a thorough analysis of our most severe cases and delivered a presentation to a team of 10 members, effectively summarizing the key findings from the report.

The Braven Accelerator San Jose, CA
Fellow Feb 2023 - May 2023

- Developed workforce skills such as leadership, operating and managing, communicating & networking, working in teams, and problem-solving by completing a 15-week leadership and professional development course.
- Designed a career plan by outlining 7 specific, short-term goals using the SMART goals method and identifying possible obstacles, strengths, and support systems to help achieve each goal.

SJSU Financial Management Association San Jose, CA
Member of Marketing Committee Sep 2022 - Dec 2022

- Prepared 7 questions to interview industry professionals to build relationships and inform our members about opportunities and business knowledge.
- Created 2 weekly graphics for our social media accounts to educate people on financial literacy, professional development, workshops, and networking opportunities.

Lovisa San Jose, CA
Sales Associate Jan 2020 - Mar 2020

- Exceeded our sales target by 15% over several weeks through customer engagement, suggestive selling, and knowledge sharing of the products which encouraged 20 customers to make purchases.
- Trained 3 employees on cash register operation, product knowledge, calculating end of day sales, and goal setting.
- Arranged large volumes of new inventory with signage and appealing displays to boost consumer purchases and move overstock items.

Yew Immigration Law Group San Jose, CA
Law Intern Sep 2019 - Mar 2020

- Assisted staff of 3 in-office procedures and data entry to help transition the office to become efficient and automated.
- Participated in filling out 35 immigration forms for clients, and learning about the various forms and their purposes.
- Created an organized filing system for legal documents that consisted of 50 per day.

Girls Advisory Team in Santa Clara County San Jose, CA
Member of the Girls Advisory Team Aug 2018 - Mar 2019

- Led a Service Learning Project where we donated 25 packages of hygiene equipment to Bill Wilson Center, an organization that helps homeless teens improve their life.
- Organized the Strong Girls, Strong Women's Conference with a team of 25 and helped spread the word about social issues in our community.

SKILLS

Languages: English (Fluent), Arabic (Fluent)
Python, Data Entry, Salesforce, Leadership, Time Management, Communication, Organization, Team Work, Detail oriented, Canva, Microsoft Excel, Customer Service, Good Work Ethic, Problem Solving, Work well under pressure