

Ahmad Konainah

Computer Guru

Current Computer Science student looking to secure a technology-related position to further develop technical skills and knowledge in a practical and stimulating environment. Aiming to seize a role to take responsibility for integrating the idea of employing Artificial Intelligence & Machine Learning to revolutionize modern ideas and gain creative skills to keep on the right track towards advancing my career.

ahmad.konainah@gmail.com

0096170091733

Beirut-Lebanon

ahmad.konainah

Syrian

SKILLS

Problem solving & decision-making

Cultural Intelligence

Dynamic Leadership

Conflict resolution & mediation

Effective Communication

Negotiation & persuasion

Teamwork

Time Management

Social & Emotional Intelligence

WORK EXPERIENCE

TRANSLATOR

CREST-MEDIA

11/2019 – 02/2020

Manama, Bahrain (Online)

Achievements/Tasks

- Translated and created 120 articles (English ↔ Arabic) in different domains conveying original meaning and tone.
- Reviewed various articles to check the quality of the translation after researching industry-specific terminology.
- 90% of the translated works were published in several paper and online newspapers.
- Accomplished 5+ articles a day ensuring quality and competence.
- Writing a variety of news, producing concise, eye-catching, and innovative headlines.

CUSTOMER SUCCESS OFFICER

MAIDS.CC

09/2019 – 08/2020

Dubai, UAE (Online)

Achievements/Tasks

- Creating, maintaining and tracking customers' data using online tools such as ERP, Sling, and Basecamp.
- Demonstrated professional etiquette and manners, improving 80% positive feedback at once.
- Settling 100% of customers' complaints while identifying problems and taking suitable corrective action.
- Met consistent performance milestones in speed, precision, and volume.
- Resolved an average of 50+ inquiries per day.

HEAD OF THE ENGLISH DEPARTMENT

The Lebanese Psychological Training Center (Souzan)

07/2018 – 01/2020

Sidon, Lebanon

Achievements/Tasks

- Implemented full 5-level English coursebooks including all the essential skills (Listening, Reading, Writing, and Speaking).
- Conducted 3 different coursebooks considering students' needs, approaches and levels.
- Carrying out the use of ICT in 80% of English Teaching areas.

EDUCATION

Bachelor of Science in Computer Science

American University of Beirut

09/2020 – Present

International Baccalaureate Bilingual Diploma Program (IBDP)

United World Colleges Dilijan (UWC Dilijan)

08/2016 – 05/2018

ACHIEVEMENTS

- ❖ Employee of the month at maids.cc (Customer Service team) (03/2019)
For Meeting the KPIs (Accuracy, quickness, first time resolution and no delay in initial response time) set by our team's manager
- ❖ The most active member at NASA in Arabic (Editors team) (09/2017 – 12/2017)
For handling the greatest number of articles among all team members (80 articles a month)

WORKSHOPS & COURSES

- TESOL certificate (09/2019 – 03/2020)
coursera.com
- C programming language (07/2016)
Alison.com
- Scientific research workshop certificate (07/2015)
Syrian Society for Scientific Research (SSSR)
- Effective Leadership (06/2015)
HP.com

VOLUNTEER EXPERIENCE

SENIOR EDITOR AND PROOFREADER

NASA IN ARABIC

06/2017 – Present

Online

Tasks/Achievements

- Editing and refining texts both in Arabic and English and publishing them both on social media and the website.
- Revised & reviewed 200+ scientific, technological, environmental and medical articles.

RESEARCH ASSISTANT

AURORA HUMANITARIAN INITIATIVE

05/2018 – 08/2018

Yerevan, Armenia

Tasks/Achievements

- Performing deep research on 100+ trusted websites and channels finding people who risked their freedom and life.
- Completed arranging & writing over 200+ well-structured articles about their commitment, motivation and impact.
- Collecting accurate information about those heroes and matching it from different sources.
- Nominated 50+ people assuring they meet the set criteria.
- Raised the nomination rate by 25% in the year of 2018.

LANGUAGES

- ❖ Arabic *Native Proficiency*
- ❖ English *Bilingual Proficiency*
- ❖ French *Elementary Proficiency*
- ❖ Turkish *Elementary Proficiency*

INTERESTS

Artificial Intelligence

Learning new Languages

Composing Poems

Events Management

Journalism

Football