

Elie Saade

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[GitHub](#) - [LinkedIn](#)

Education

Arab Open University - Antelias

Degree: **Computer Science** – 2021~ Fall 2024

GPA: 3.4/4

Lebanese University - Fanar

Degree **Biology** – 2018~2021

GPA: 76.62/100

Experience

GCS Computers Pro - Jounieh

Nov 2021 - Present

IT Sales Consultant / Customer Service

- In-depth knowledge of IT products, services, and solutions, including hardware, software, and networking solutions. (Laptops, Desktops, Servers, NAS, Printers, Networking, CCTV)
- Established and nurtured strong client relationships, gaining trust and rapport to facilitate long-term business partnerships. (E.g.: Wardieh Station Co – Marie France – Ezzat Jallad - Cat Offshore)
- Utilized technical expertise to explain complex IT solutions to clients, bridging the gap between the technical and non-technical collaborators.
- Stayed current with industry trends, ensuring that clients received the most up-to-date and relevant IT Solutions
- Provided ongoing support to clients, ensuring successful implementation and satisfaction.
- Possessing a strong familiarity with Microsoft products, including expertise in Microsoft admin portal, Office 365, OneDrive and similar solutions

Shooterz - Zouk Mosbeh

June 2017 – Oct 2021

Receptionist – Part-Time: Offered friendly assistance to customers and handled incoming phone calls with a welcoming demeanor. Ensured customers felt heard and supported while navigating our services, aiming to provide a positive experience.

Certifications:

- [System Administration and IT Infrastructure Services](#)
- [Operating Systems and You: Becoming a Power User](#)
- [The Bits and Bytes of Computer Networking](#)
- [Technical Support Fundamentals](#)

Languages:

- English - Fluent
- French - Fluent
- Arabic - Native
- Japanese - Beginner