

Akram Ahmad Dit Al Hakim

Computer Engineer

A diligent computer engineer with knowledge in hardware, network, and software engineering seeking a challenging role in a reputable company that allows me to utilize my expertise to contribute to the company's growth while acquiring new knowledge and skills.

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EDUCATION

Computer Engineering Beirut Arab University

02/2020 - Present

Debbieh, Lebanon

WORK EXPERIENCE

Call Center Agent MTC

11/2022 - Present

Beirut, Lebanon

Achievements/Tasks

- Addressed and resolved customer product complaints empathetically and professionally.
- Managed customer calls effectively and efficiently in a complex, fast-paced, and challenging call center environment.
- Used active listening skills to ensure that every customer's issue will come to a resolution, and therefore complete customer satisfaction.

SKILLS

Back End Programming
Language: Python , java, C++
, SQL(My SQL)

Software Packages/IDA:
Visual Studio, Pycharm ,
Eclipse , Linux

Microsoft Office: Word,
PowerPoint, Excel

Arduino Uno

Software: Cisco Packet
Tracer , Webots, Arduino IDE

PERSONAL PROJECTS

Wifi Signal Strength

- The project is about measuring the WIFI signal strength in different places in BEIRUT ARAB UNIVERSITY (engineering building) and what factors can impact the WIFI signal strength.

ESP Whatsapp Message

- The Project is about how we can send messages to Whatsapp account with the ESP8266 Node MCU board .This can be useful to receive notifications from the ESP8266 with sensor readings, alert messages when a sensor reading is above or below a certain threshold, when motion is detected and many other applications.

CERTIFICATES

IC3 DIGITAL LITERACY (01/2023)

LANGUAGES

English
Professional Working Proficiency

Arabic
Native or Bilingual Proficiency