Mohamad Riad Chaar

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Summary

Passionate about IT and website development, I am proficient in various programing languages and frameworks, including JavaScript, ASP.NET, C#, HTML, CSS, and Microsoft SQL Server. My goal is to continually enhance my skills in computer science and leverage them to create innovative and efficient solutions.

Core Skills

- Proficient in Microsoft Office (Word, Excel)
- Software Development
- Experience with Microsoft SQL Server
- Cloud Computing
- Web Development (HTML, CSS, JavaScript, ASP.NET, C#)
- React

Professional Experience and Employment History

- **Customer Support engineer, SkySoftware** **(September 2024 – present)**
  Amman, Jordan
  - Responded to customer inquiries through phone, email, and chat, providing prompt and accurate assistance.
  - Resolved customer issues and complaints, ensuring high satisfaction levels.
  - Maintained professional communication and ensured proper closure of all customer cases.
  - Installed and implemented new projects while building sustainable client relationships.
  - Documented solutions and processes in user and technical notes to improve knowledge-sharing.
  - Demonstrated strong problem-solving, attention to detail, and the ability to learn new systems and technologies.
  Skills Gained:
  - Proficiency in SQL Server.
  - Excellent communication in Arabic and English.
  - Problem-solving, customer service, and technical documentation.

- **Frontend developer, SkySoftware** **(September – October 2023)**
  Internship **Amman, Jordan**

  - Designed responsive websites using HTML, CSS, and Bootstrap.
  - Conducted QA, debugging, and performance optimization.
  - Collaborated with designers and developers to integrate designs.
  - Developed interactive features to enhance user experience.
  - Participated in code reviews and ensured best practices.
  Skills Gained:
  - Proficiency in HTML, CSS, Bootstrap, responsive design, teamwork, and problem-solving.

- **Soles Stole My Sole** **(May 2020 – October 2020)**
  Sales Representative **Amman, Jordan**

  - Assisted clients with their needs and provided advice on the best outfits based on their requirements.
  - Ensured client satisfaction and comfort with their choices.
  - Maintained a fully stocked and clean shop to enhance client appeal and attract more customers.
  - Coordinated with team members to share workload and manage shop activities efficiently.

Education

- (January 2024) Bachelor of Science in Computer Science, American University of Science and Technology - Beirut, Lebanon
- Relevant Courses: Web Development, Database Management, System Security, Cloud Computing, Programming Languages (C++, Java)
- (May 2023) Zoho Creator Student Training, Young Creator Program

Language Proficiency

English, Arabic (With excellent reading, writing, and speaking proficiency)