

Experience

Touch

Customer Support Agent

August 2022 - September 2023

- Worked on complex systems to handle several customer use case scenarios
- Resolving issues to ensure positive outcomes for the customers
- Handling difficult and stressful scenarios
- Developed my problem solving skills, and worked under pressure

Banque Du Liban

Training program

4 July 2022 - 29 July 2022

- Completed the internship of the training and development department at Banque Du Liban
- Organized a report regarding all the departments of the bank

Education

Beirut Arab University

BE. in Computer Engineering

December 2023

Achievements

Huawei ICT Competition

December 2023

- Second Prize in Huawei ICT Competition 2023 - 2024 Regional Final Cloud Track Held in Bahrain
- Second Prize in Huawei ICT Competition 2023 - 2024 National Final Cloud Track

Projects

Diabetes Prediction

University Project

- Analyzing input HRV signals employing deep learning architectures of CNN, LSTM, and their combinations.

Gold Price Prediction

University Project

- Implemented using Hidden Markov Model (HMM)
- Analyzed sequential data, highlighted their strengths and limitations in various contexts to predict gold prices.

Skills

Hard skills

Python, Java, C++, C, VHDL, MySQL, AI, HTML, CSS, JavaScript

Soft Skills

Problem-Solving, Teamwork, Communication, Adaptability, Time management

Certifications

CCNA: Introduction to Networks

CISCO

January 2022

Languages

Arabic

Native

English

Fluent

French

Intermediate