Nour El Soury

In the final year of my Computer Science program at NDU, I am deeply passionate about leveraging technology to address real-world challenges in our ever-evolving digital landscape. Recent endeavors have focused on sharpening my skills in C++, HTML5, CSS3, SCSS, Bootstrap, WordPress, and Flutter, allowing me to translate creative and practical ideas into digital solutions.

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Skills Highlights

- Communication and listening skills.
- Analytical and organizational skills.
- Strong teamwork skills.
- C++, Flutter, HTML5 & CSS3, PHP, WordPress, SQL.
- Microsoft office skills.

Languages

Fluent Arabic
Excellent English
Excellent French

References

Available upon request

Education

Bachelor's degree in Computer Science
2021 - present
Notre Dame University-Louaize

Bachelor's degree in Earth and Life Sciences
2017 - 2021
Lebanese University-Faculty of sciences

Experience

Web development intern |Codendot | June 2023 – August 2023
- Successfully completed a web development project, gaining practical experience in both front-end and back-end development using technologies such as HTML, SCSS, PHP and, WordPress.
- Worked closely with a team of professionals on the project, honing skills in effective communication, teamwork and, problem-solving to deliver high quality web solutions.
- Demonstrated expertise in ensuring the website was responsive and compatible across different platforms, including web browsers, mobile devices, and laptops.
- Maintained comprehensive project documentation, including code comments, user manuals and technical specifications, ensuring seamless knowledge transfer within the team and enhancing project transparency.

Customer Care at OroSkin.co | June 2022 - Present
- Provide telephone and online customer support internationally.
- Helped maintain the website and changed some features with Shopify.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Built customer loyalty by placing follow-up calls for customers.
- Excel in listening to customer needs, articulation product benefits, and creating solutions that provide value to customers.
- Achieved 90% customer satisfaction rating to date.

Private tutor | September 2020 – August 2022
- Worked with students to improve their skills in certain subjects.
- Prepare lessons, assign, and correct homework.
- Identify student's individual learning needs.

Achievements and Certifications

- Psychological First Aid Training – Lebanese Red Cross – 2021.
- Safer Access Basic Training Course – Lebanese Red Cross – 2021.
- Emergency Medical Technician-basic course - Lebanese Red Cross - Since 2023.
- Mission leader - Lebanese Red Cross – 2023
- Volunteer at Orthodox Youth Movement- since 2015