

# RALPH TOUMA

Beirut - Lebanon

## Computer Science Student

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### PROFILE

A highly focused, dedicated, and self-motivated third year computer science student with strong sense of values seeking an employment opportunity to gain experience in the field within a forward moving company. Capable to adapt to various platforms and technology programs. Committed to focus on team success to gain new knowledge, refine my skills and develop new ones.

### EDUCATION

- **Notre Dame University - Zouk Mosbeh, Lebanon** 2021 - Present  
Third year Computer Science student.
- **Collège des Sœurs des Saints Cœurs - Bauchi, Lebanon** 2005 - 2020  
Lebanese Baccalaureate in Economics and Social Science.

### WORK EXPERIENCE

- XpertBot- Tallinn, Harjumaa. Web Development Intern** Nov.2023- Present
  - Developing proficiency in Git, Vue.js, and Laravel, Secure Shell, JSON and Rest API.
  - Utilizing Git for version control, Vue.js for interactive front-end design, and Laravel for efficient back-end management.
  - Gaining practical experience in web development using industry-standard tools and frameworks.
  - Collaborating on a comprehensive web development project to culminate the internship, applying all learned skills for real-world application.

- BYND Network- Jdeideh, Lebanon Intern** May.2023- Present
  - Developing and implementing a customer support chatbot that responds to inquiries on Instagram DMs and Facebook Messenger.
  - Utilized Shopify and WordPress platforms for e-commerce operations.
  - Analyzed user feedback and chatbot interactions for data-driven system improvements.
  - Handled Shopify backend and frontend modifications to enhance functionality and user experience.
  - Performing data entry tasks through Shopify and Excel for clients' websites.

- Appen - San Francisco, CA, USA. Search Engine Evaluator, Data Collector, Freelance** Feb.2023- Jun.2023
  - Evaluating the accuracy and relevancy of search results generated by virtual assistants such as Siri, Alexa, or Google Assistant.
  - Assessing the quality of voice recognition and natural language processing capabilities of virtual assistants and providing feedback to improve their performance.
  - Determine if the page is a useful result for a query and image.
  - Evaluating the query and associated information card matching.
  - Get business info from the news website.

- Lakloul Village Vacances - Lakloul, Lebanon Bartender** Jul.2021- Sep.2021
  - Prepare alcoholic or non-alcoholic beverages for bar and patrons.
  - Interact with customers, taking orders and serving snacks and drinks.
  - Assess customers' needs and preferences and make recommendations.
  - Restock and replenish bar inventory and supplies.
  - Stay guest focused and nurture an excellent guest experience.

- Taylor Kit Catering - Zaqqa, Lebanon. Waiter** Jul.2019- Sep.2019
  - Take orders, answer questions, explain menu components, serve, and evaluate customers' level of satisfaction.
  - Make recommendation for people with allergies and special diets.
  - Follow health code standards with regards to the handling of food.

### WORKSHOPS & CERTIFICATIONS

- Certified in The Art of Negotiation by the University of California, Irvine. Aug.2023
- Certified in Leadership and Emotional Intelligence by the Indian School of Business. Aug.2023
- Certified in Project Management: The Basics for Success by the University of California, Irvine. Aug.2023
- Certified in Essentials of Entrepreneurship: Thinking & Action by the University of California, Irvine. Aug.2023
- Certified in Initiating and Planning Projects by the University of California, Irvine. Aug.2023
- Student summit: Start and accelerate your career in tech | EMEA Mar.2023
- Workshop on Java Script learning by Supportful Jan. 2023

### SKILLS SUMMARY

- Languages: Fluent in English, Arabic, and French.
- Software Development: Proficient in C++ and C#. Familiar with Java and Python.
- Knowledge in using the Linux shell for system navigation and management
- Knowledge in SQL for effective database management
- Knowledge in the principles of data communication and computer networks.
- Possess an understanding of various data structures.
- Familiar with the fundamentals of computer security.
- Deep understanding of all Microsoft Office programs (Word, Excel, Power point).

### SOFT SKILLS

- Leadership
- Time management
- Attention to details
- Good verbal communication and presentation skills.
- Strong problem-solving skills.