

AMINE MALLAH

Software Engineering | Technical Support Analyst

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Summary

Dynamic computer science graduate with five years of experience. Proficient in AI, full stack, and scripting, and in delivering support and consultancy services. Now seeking to leverage skills and expertise in a new career path that offers fresh challenges and opportunities for growth and development.

Work Experience

Technical Consultant Production and Architecture Consultancy – Feb 2020- Oct 2023

Full time at [Murex](#), Beirut, Lebanon

- Efficiently managed client production for MX.3 by leveraging extensive knowledge and experience, delivering exceptional support through CRM cases and support articles to ensure seamless operations and maximum client satisfaction, also decreasing TCO by 10%
- Facilitated seamless collaboration between client services (PAC team) and development departments, streamlining communication and project execution.
- Cultivated deep technical expertise and a client-centric approach to establish enduring partnerships, consistently delivering premium-quality support for seamless operations and unwavering satisfaction

Freelance Experience

Freelance At [Milesopedia](#), Quebec, Canada - 2022 - 2023

- Leveraged selenium - python to automatically fetch facebook group data and details, then chunk the data, vectorize and feed into LLM, for developing an AI chatbot to answer customer service questions using frequently asked questions by Milesopedia members on facebook groups.

Freelance At [Able Metrics](#), Beirut, Lebanon - 2018 - 2019

- conceptualized, designed, and developed a comprehensive Survey Conduction and Data Analysis application from inception to completion, streamlining the entire process into a single, efficient tool.
- Managed all aspects of app lifecycle, including implementation, troubleshooting, and updates, demonstrating strong technical acumen and commitment to delivering exceptional support and service to the client.

Education

Bachelor's degree in computer science – 2019

Lebanese American University (LAU), Jbeil, Lebanon

Lebanese Baccalaureate in General Sciences – 2016

Saint Joseph School, Cornet Chahwan

Certificates of Participation:

1st Place Prize LAU Computing summer camp 2016

Certificate of Participation in Healthtech Accelerate Hackathon 2016

Certificate of Participation in Startup Scouts

Certificate of Participation in Hult Prize

Skills & Expertise

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| <ul style="list-style-type: none">JavaScript (ReactJs, React Native, Angular)JavaPython (automation, LLM, scripting)NodeJSAWSUnixProfiling & DebuggingGit | <ul style="list-style-type: none">Data AnalysisTime ManagementDecision MakingPresentation SkillsProject ManagementAdaptabilityPlanning & OrganizationStrategic Planning |
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Languages

Arabic: Native | English: Fluent | French: Fluent