
Ahmad Ahmad

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Career Objective:

I am a proactive and fast-learning individual seeking the opportunity for professional experience in databases that allows me to develop and expand my ability, knowledge, skills, and experience to help the company achieve business goals while sticking to its vision, mission, and values.

EDUCATION

University of Sciences And Arts in Lebanon (USAL) 2023-2026

Major: Computer Science – Cyber Security (CS) | Under Graduated – Loading my Bachelor's Degree

Hussein Ben Ali Institute (HBA) 2022-2023

Major: IT – Informatics Technology | **Certificates:** BT2 – BT3

Rani Bazzi school 2021-2022

Major: IT – Informatics Technology | **Certificates:** BT1

SKILLS :

Computer skills:

- Understanding of fundamental concepts and principles in cyber security.
- Awareness of common cyber threats, attack techniques, and mitigation strategies.
- Ability to analyze and assess security risks and vulnerabilities
- Proficiency in implementing best practices for securing digital assets and protecting sensitive information.
- Capacity to stay informed about evolving cyber security trends and technologies.
- Typing speed and accuracy, Excellent Typing Skills.
- Software and Hardware, networking & cybersecurity.
- Operating Systems: Windows xp, Windows 7, Kali Linux (Basic Command Lines).
- Programming Languages: C, HTML, CSS, php, laravel and other programs.
- Conducted system upgrades and installation & ensured seamless operation.
- Experience with MS Office and data programs: Microsoft Word, Excel, Access, PowerPoint, Printing, Scanning....

Communication Skills:

- Effective objection handling and negotiation skills, enabling successful resolution of customer concerns.
- Proficient in outbound sales techniques, including cold calling, prospecting, and closing.
- Strong communication and interpersonal skills, with the ability to build rapport and establish trust with customers.
- Very good communication skills.
- phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of characters.
- Excellent communication and presentation skills.
- PRESENTABLE

EXPERIENCE & Learning

Kababji Grill, Lebanon | Data entry and call center –June -30-2024

- Perform data entry tasks for customer accounts in the Omega system, transferring data from the experimental LS system to avoid data loss.
- Receive occasional training on using the new system, handling customer calls, responding to questions, and entering requests into the LS system for preparation at the appropriate branch.
- Gain experience in handling customer calls, providing support, and ensuring accurate data entry.
- Develop strong attention to detail and accuracy in data management and order processing.

XpertBot, Lebanon | Remote Internship Backend Web Development –May -3-2024 to October 23 – 2024

- Proven experience with Git and GitHub for version control and effective collaboration.
- Developed and integrated JSON and REST APIs to facilitate seamless communication between software components.
- Tested APIs using Postman to ensure functionality and correctness.
- Implemented security measures using SSD keys and managed authentication with Laravel.
- Managed database migrations and schema management using Laravel migration tools.
- Effectively used TablePlus for database management.
- Currently preparing for an online exam and working on a practical project.
- Created and managed API relationships between customers and the company.
- Utilized the terminal to create new Laravel projects and perform migrations without external applications.
- Proficient in using laragon to create and manage new Laravel projects efficiently.
- Developed a website using HTML and CSS for the Pharmasea project, showcasing key features and functionality.

CITRUSS TV WORLD OF SHOPPING, Lebanon | Outbound sales & Customer Service & Customer care & system ticketing & data entry (C core system) – February-23-2024 to April-1-2024

- Conducted outbound sales calls to prospective customers, introducing them to citruss tv products and services.
- Presented product features and benefits persuasively, tailoring pitches to match customer needs and preferences.
- Handled objections and concerns adeptly, providing accurate information and overcoming obstacles to secure sales.
- Utilized CRM software to maintain thorough and organized records of customer interactions, ensuring follow-up and continuity.
- Collaborated with team members and supervisors to optimize sales strategies and meet individual and team targets.
- Participated in ongoing training sessions to enhance product knowledge, sales techniques, and customer engagement skills.
- Manage large amounts of incoming phone calls more than 100 call per day.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep information confidential.
- Comply with data integrity and security policies.

Sya Lebanon, Lebanon | Outdoor Sales Agent Insurance –January -3-2024 to May -2024

- Completed a one-day training program covering fundamental insurance concepts and sales techniques.
- Gained practical experience through fieldwork and applying learned concepts to real-world scenarios.
- Developed a deep understanding of the insurance industry, including product knowledge and customer interactions.
- Enhanced skills in assessing customer needs, presenting insurance options, and closing sales effectively.
- Completed vehicle and motorcycle registration procedures in the vehicle registration center system, improving familiarity with registration processes

Tasty Bees, Lebanon | Customer Service & Data Entry –June 2023 to January -22-2024

- Proven data entry work experience, as a Data Entry Operator or Office Clerk.
- Review data for deficiencies or errors, and correct any possible incompatibilities
- Apply data program techniques and procedures.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep information confidential.
- Respond to queries for information and access relevant files.
- Comply with data integrity and security policies.

Certifications

Youbee.AI, Lebanon | Online Course Introduction To Cyber Security (Introduction To Programing & To Web App Vulnerabilities & To Linux) –January-2024 to February-22- 2024

- Completed the "Introduction to Cyber Security" course, providing a comprehensive overview of key concepts and principles in cyber security.
- Acquired foundational knowledge in cyber security, including threat landscape, risk management, cryptography, and network security.
- Explored common cyber threats and attack vectors such as malware, phishing, social engineering, and denial-of-service attacks.
- Learned best practices for securing digital assets, protecting sensitive information, and mitigating security risks.
- Gained insights into emerging trends and technologies in cyber security, including cloud security, IoT security, and threat intelligence.
- Understood various vulnerabilities such as XSS (Cross-Site Scripting), CSRF (Cross-Site Request Forgery), business logic flaws, and SQL injection, logic, business.

Mercy Corps in collaboration with CIS College, Lebanon | Cybersecurity for Freelancers— Completed in October 2024

Core Skills Covered: Firewalls, Viruses, Worms, Malware, VPN & Encryption, Public Key Infrastructure (PKI), Web Application Firewalls (WAF) & WAF-Azure, Security Information and Event Management (SIEM), Intrusion Prevention/Detection Systems (IPS/IDS), Backup & Recovery, Spam Filters, Network Security Best Practices.

🚦 Reason for searching for another job: To improve my career

References

Available after one week from your approval



Certificate of Completion

This is to certify that

Ahmad Ahmad

Has completed the necessary courses of study and passed the project **Web Development Training Courses** published on <https://github.com/Ahmadah2005/pharmasea-website.git>

with fundamental knowledge of Backend Development using **Git & Laravel**.

Issued October 23, 2024



A handwritten signature in black ink.

Ibrahim FLEIFEL
Head of Development

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رقم الترشيح



إفادة نجاح في امتحانات

شهادة البكالوريا الفنية

تثبت المديرية العامة للتعليم المهني والتقني

أن احمد سعيد احمد

المولود سنة ٢٠٠٥ في حارة حريك

قد نجح في الامتحانات الرسمية لشهادة البكالوريا الفنية

اختصاص تكنولوجيا المعلوماتية

لدورة ٢٠٢٣ الأولى

ونال العلامات التالية:

الرمز	المادة	علامة المرشح	العلامة القصوى
٨٥٧٠٥	القانون	٣٢٠	٤٠٠
٨٥٧٠٦	تكنولوجيا الحاسوب	٢٩٠	٤٠٠
٨٥٧١٠	البرمجة	٢٥٠	٤٠٠
٨٥٧١١	الشبكات والانترنت	١٦٠	٤٠٠
٨٥٧١٢	المعلوماتية التطبيقية	٢٧٠	٤٠٠
	علامات استحقاق	٠	
	المجموع العام	١٢٩٠	٢٠٠٠

ألف و مئتان و تسعون

المعدل على عشرين ١٢,٩



المديرة العامة للتعليم المهني والتقني

بالكليف
رحماني بزي

د. هنادي بزي

الدكوانة في: ٢٠٢٣/٠٧/١٤



ج.ل

N° 200209

Certificate of Achievement

Is Awarded to

Ahmad Said Ahmad

In recognition of the completion of the training in

Cybersecurity for freelancers

That was held from 29/08/2024 to 7/10/2024

7/10/2024

Beirut,



YouBee.ai

CERTIFICATE OF COMPLETION

Awarded To

Ahmad said ahmad

As a testament to the hard work and enthusiasm exhibited by the recipient throughout their journey in the course:

Fundamentals of Cybersecurity

It serves as a recognition of their accomplishment and signifies their readiness to excel in their respective field.

February 22, 2024

DATE



Ahmad

SIGNATURE