Kassem Smaili

kassemsmaili0@gmail.com

+961 71539189

Linkedin.com/in/kassemsmaili/

EDUCATION

Bachelor's Degree in Mechanical Engineering
Lebanese International University (2021 - 2026)

CERTIFICATIONS

CourseCareers IT Professional

EXPERIENCE

Title: **Sales Representative - Call Center (Spanish & English)**   **May 2022 - Jun 2023**
Company: **Telvista**

- Engaged in outbound and inbound calls to businesses, successfully assessing their eligibility for the Employee Retention Credit (ERC) and effectively explaining program benefits, which contributed to an increase in client awareness and potential applications.
- Developed accurate client records in CRM software, ensuring all interactions and documentation were properly logged

Title: **Records Retrieval Specialist (English)**   **Aug 2023 - Dec 2024**
Company: **Retrēv**

- Communicated effectively with clients, internal teams, and external vendors, accelerating records retrieval by 30%
- Achieved accurate documentation, ensuring data confidentiality and regulatory adherence.
- Verified the accuracy and completeness of retrieved records to ensure that the information meets the requirements of the requester.

PROJECTS & LAB EXPERIENCE

- **Calibration of a Pressure Gauge & Pressure Measurement Methods** – Conducted hands-on experiments on fluid mechanics
- **Thermodynamic Applications** – Investigated the heat output and Coefficient of Performance (COP) of a mechanical heat pump
- **Mechanical Stress & Strain Analysis** – Performed tests on axial loads, torsion shear, bending, and transverse shear
- **Engineering Drawing (2D & 3D CAD)** – Created technical drawings for machine parts and a floor plan with drainage and water supply system
- **2D & 3D Modeling in SolidWorks** – Designed and modeled sketches, parts, and mechanical assemblies in 3D, conducted motion analysis for kinetic and kinematic studies of mechanical assemblies such as three-bar and four-bar linkage systems

- **Electronics Laboratory** – Designed, built, and tested AC sinusoidal steady-state and electronic circuits using diodes, BJTs, and MOSFETs
- **Programming in Java** – Developed applications utilizing data types, control structures, methods, arrays, and strings

LANGUAGES

- English - Full Professional
- Spanish - Native
- Arabic - Native