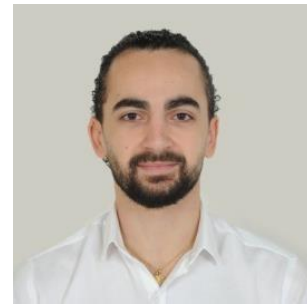


# Alex Bou Antoun

Multimedia Engineer



## Personal Details

### Email address

alex\_bou\_antoun@hotmail.com

### Phone number

+961 76581150

### Address

Houmal, Aley, Lebanon

### Date of birth

March 1, 2000

## Education

Baccalaureate degree in Computer and Communication Engineering.

Antonine University - Baabda

Multimedia Engineering

2018 – 2024

Lebanese baccalaureate in Life Science.

Sagesse Brasilia, Baabda

2006 – 2024

## Skills

Product Software and Tools - Jira, HubSpot, Metabase, Confluence, Postman, Swagger, Tableau.

Beginner

UI/UI Design - Figma, Adobe XD.

Beginner

Web Technologies and Programming Languages - HTML, CSS, Angular, TypeScript, ASP.Net, PostgreSQL and C++.

Beginner

## Languages

Arabic - Native

English - Advanced

French - Intermediate

Multimedia Engineer aiming to start my career in tech product-oriented positions, including Business Analysis, Business Development, Product Associate and Product Support. I'm a team player who excels in collaborative environments, with a strong aptitude for cross - functional communication, while being frequently praised for my work ethic, adaptability and flexibility.

## Experience

**RAY Labs** - Beirut Digital District | Internship Trainee in Multiple Positions

APRIL 2025 – AUGUST 2025

- Technical Support:

- Handled customer issues tickets received through Jira, ensuring ticket tracking, resolution, and escalation to development team and higher management when needed.
- Assisted clients with technical issues through Microsoft Teams meetings.
- Created and managed dashboards on Metabase to visualize and analyze Jira tickets data, enhancing management and customer success performance by ~34%.
- Organized documentations for recurring and complex issues, providing valuable insights for developer and success teams.

- Customer Success:

- Maintained strong client relationships and planned weekly follow-ups to ensure customer satisfaction.
- De-escalated critical customer issues, and effectively presented client needs to higher management.
- Organized, presented onboarding sessions and trained clients administrators to efficiently use the product.

- Business Development:

- Conducted market research, identified potential customers and gathered business and contact data.
- Uploaded and maintained Research data and client records in HubSpot.

- Product support:

- Validated and tested Frontend and backend stories and edge cases, using Postman and Swagger for API testing and ensuring compliance with design and UI/UX standards
- Handled escalated customer tickets and requests, while addressing critical issues to higher management accordingly.

**InMind.ai** - Mkalles | Internship trainee

JUNE 2023 – AUGUST 2023

Learned the basics of web development in front-end and back-end using Angular and ASP.Net respectively.

