

# ZIAD ABOU ARRAJ

Professional Title



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## WORK EXPERIENCE

### Private Tutor Freelance

01/2018 - 07/2019

Lebanon

#### Achievements/Tasks

- Conducted tailored programming tutoring for AOU and CNAM students.
- Adapted teaching methods to maximize learning outcomes.
- Offered guidance in problem-solving and complex programming topics.
- Maintained communication with students to deliver personalized solutions

### Assistant Manager Alloha Cell

06/2016 - 08/2018

#### Achievements/Tasks

- Conducted system diagnostics and optimization for various devices.
- Installed and updated hardware and software to meet customer needs.
- Provided technical support and troubleshooting for hardware and software issues.
- Guided users on software usage and addressed technical inquiries.

### Managing Director WorldCell

07/2019 - 06/2024

#### Achievements/Tasks

- Supervised system maintenance tasks including monitoring, diagnostics, and optimization.
- Enhanced business performance through strategic planning and sales initiatives.
- Managed hardware and software installations ensuring data security and access controls.
- Utilize Microsoft 365 tools (Excel, Word, OneDrive, SharePoint) for data sharing and business operations.

## SKILLS

Visual Studio Code

NetBeans

Communication , Adaptability

Hardware and Software Installation

## INTERESTS

Technology and Innovation.

Sports activities : basketball , laser tag , ping pong , swimming.

Continuous learning and self-improvement.

## WORK EXPERIENCE

### Software Developer

#### Dataquest Insurance Company

08/2024 - 10/2025

##### Achievements/Taskses

- Insurance Management Services (IMS) development, using Progress OpenEdge Advanced Business Language (ABL).
- Building and maintaining .w forms and .cls class modules.
- Progress 4GL.
- Created and exported data reports into Excel, CSV, and PDF formats using Jaspersoft.
- Conducted requirements gathering, data analysis, development, testing, and documentation.
- contact: Naja Merhej-03/323083.

## EDUCATION

### Bachelor Degree in Computer Science

#### Arab Open University

10/2017 - 10/2020

##### courses

- Java
- JavaScript, Html, css
- Php, node.js
- Matrices

## LANGUAGE

Arabic

French

English

## CERTIFICATES

### Digital Marketing, SimpliLearn (06/2024 - 09/2024)

Involves WordPress Basics, SEO, data studying, boosting ads, consumer and customer engagement.

### WordPress Course, Udemy (04/2024 - 06/2024)

Involves creating websites, data tables... Using plugins, codings, servers.

### Certificate in Web Development Track, New Tech Training Center (07/2021 - 12/2021)

Front end: using JavaScript, css and html . Back end: using php and nod.js

### IT Internship,Teletrade (09/2020 - 04/2021)

Deployed server hardware and software, conducted testing and problem identification. Involved in installing and configuring software, network, pcs, printers and scanners.