Wissam Kaouk

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SUMMARY

Junior student, highly motivated and attentive to details, seeking a junior opportunity in Software Development field to be able to apply my knowledge and gain experience.

EDUCATION

University Antonine (UA)

- *Computer Science*   FEB'. 22-JAN'. 25

Education and Teaching Secondary School (ETSS)   SEPT'. 08-JUN'. 22

EXPERIENCE

MEA

Customer Support Agent   APR'. 25 – PRESENT

- Assist customers with flight bookings, ticket modifications, refunds, and loyalty program inquiries.
- Resolve issues related to flight changes, delays, and customer dissatisfaction with professionalism.
- Utilize **Amadeus (Cryptic Window)** and **ARD Web** to manage customer profiles and bookings.
- Coordinate with internal departments to ensure high service quality and timely resolutions.

PROJECTS

- **Library Management System (Java):** Developed an OOP-based system supporting authentication, borrowing, purchasing, and inventory tracking.
- **Hospital Management System (C++):** Used data structures (linked lists, queues, trees) to manage patient records, doctors, billing, and inventory.
- **House Rental Platform (React.js & React Native):** Built an app and website to help war-affected immigrants find rental properties easily.
- **Prompt-Driven Chatbot Trainer:** Built a backend API using Node.js and OpenAI to help users create, refine, and test custom chatbot prompts with structured response evaluation.

EXTRACURRICULAR ACTIVITIES

- Perform professional card magic shows at events and run an online shop selling shoes and clothes through social media platforms.
- Completed Software Engineering Course by IBM.

LANGUAGES

Arabic (Native); **English (**Proficient)

SKILLS

- Technical Skills: PostgreSQL, Oracle PL/SQL, MongoDB, MySQL, React, React-Native, NodeJS, ExpressJS, RESTFUL API, Spring, Swagger OpenAPI, Java, C++, C#, JavaScript.
- Soft Skills: Problem Solving, Communication Skills, Teamwork, Flexibility, Time Management.