

EMPLOYMENT

AI and Software Development	Sodetel	September 2025 - Present
<ul style="list-style-type: none">Developed and optimized LLM agents for sales/support, reducing agent call volume by ~30–40% and handling ~50 daily user chats (prompt engineering, evaluation, monitoring).Collaborated with teams to refine workflows, add new features, and improve LLM efficiency.Integrating REST APIs and automating responses via RAG-powered LLM workflows to enhance accuracy.		
Full Stack Software Developer Intern	Sodetel	June 2025 – August 2025
<i>Fiber Reports for the Internal Management Website Project</i> <ul style="list-style-type: none">Built dashboards and reporting pages to visualize fiber-optics data.Secured data access and integration within the company's internal site. <i>Sales and Customer Support LLM Chatbot Agent Project</i> <ul style="list-style-type: none">Independently designed and built two LLM agents for sales and customer support.Integrated REST APIs into the LLMs' flows to handle dynamic queries, automated, and secure responses.Streamlined workflows, reducing manual workload for sales and support teams.		
Research and AI Intern	Ray	August 2024 – September 2024
<ul style="list-style-type: none">Developed machine learning models to classify maintenance requests into categories and subcategories for the admin panel.Worked with NoSQL databases (MongoDB) to serve training and production data.		
RPA and Automation Intern	ISS	June 2024 – July 2024
<ul style="list-style-type: none">Designed automation workflows using Nintex, Kryon, and Python to create complex, client-specific flows.Built FastAPI endpoints to expose automations and integrate RPA bots with web services and REST APIs.Evaluated automation tools and APIs, produced comparison and implementation recommendation reports.		
Front End Web Developer Intern	Quantum	December 2023 – January 2024
<ul style="list-style-type: none">Built responsive landing pages and an admin panel using HTML, CSS, JavaScript and PHP.Worked on developing an admin panel and landing page for the company and for clients.		

EDUCATION

Byblos, Lebanon	Lebanese American University	August 2021 – December 2025
<ul style="list-style-type: none">B.E in Computer Engineering.Founded the Byblos Ping Pong club with friends. Secretary and Vice President of the club.		
Beirut, Lebanon	International College	October 2005 – June 2021
<ul style="list-style-type: none">Lebanese Baccalaureate in General Sciences in French.Part of the CSL (Student Council) in Grade 12 and was the Class Representative.		

TECHNICAL EXPERIENCE AND PROJECTS

Projects

- POINEER** (2025) Final Year University Project. Peer to peer energy system using Blockchain, Cloud Computing, and Cryptocurrency technology. Was responsible in developing the Machine Learning models of the project as well as worked in the hardware assembly and construction of the circuit.
- Sports Facility Management System** (2023) Team University Project. Website for a Sport facility, with several types of accounts and an admin panel for Staff. Worked on developing the frontend and database.

Volunteering and Hobbies

- Al Riyadi Beirut** (2023 – Present). Professional table tennis player competing in nationwide tournaments.
- Beirutiyat** (2018 – 2020) Participated in several campaigns, from cleaning roads in Beirut, preparing meals and aid boxes to disadvantaged families, to teaching children coding.
- Shifaa** (2013-2019). Member, participated in blood donation awareness and education campaigns.

Languages, Technologies, and Skills

- Coding Languages:** Java; Python; HTML; CSS; JavaScript; PHP; MySQL; Swift; Spice; Assembly Language.
- Tools and frameworks:** RESTful APIs; FastAPI; LangChain; OpenAI API; Nintex; Nintex Kryon; n8n; Git.
- Languages:** Fluent in English, French, and Arabic