

Hussein Kanaan

kanaanbh@gmail.com | (961) 71-632417 | LinkedIn: hussain-kanaan | Beirut, Lebanon

Professional Summary

IT Support Specialist & Web Developer with 1+ years of experience resolving technical issues, optimising POS systems, and building web solutions. Skilled in remote troubleshooting, system administration, and no-code fullstack development using AI tools. Certified in Google IT Support with strong communication skills in English & Arabic. Proficient in collaborating across distributed teams and delivering results in fast-paced remote environments.

EXPERIENCE

IT Support Specialist | Omega Software | 2024–Present

- Resolved 30+ daily software/hardware issues for restaurant & retail POS systems, achieving 95% customer satisfaction.
- Configured and maintained Windows/Linux servers, ensuring uptime and compliance with security standards.
- Collaborated with developers to prioritize & test critical bug fixes in distributed teams

Freelance Front-End Developer | GW Media & IFPA | 2024

- Designed and deployed a responsive website (React.js, HTML/CSS).
- Collaborated with stakeholders to align design with business objectives, enhancing user engagement.

Independent Projects | Remote | 2024 – Present

- Developed Shift Management SaaS app and simple POS software using AI-assisted no-code tools for fullstack web apps.
- Leveraged AI (LLMs & automation tools) to accelerate development, reduce manual coding, and improve delivery time.
- Built apps with features including employee scheduling, POS transactions, cloud database integration, and admin dashboards.

EDUCATION

Lebanese International University (LIU) | Beirut, Lebanon

Bachelor of Science in Computer Science | Expected Graduation: 2025

SKILLS

IT Support & Systems: Networking, Windows/Linux/macOS, Hardware Troubleshooting, POS Systems, Cybersecurity Basics

Tools: Git, Spring Boot, Android Studio, IntelliJ, Bootstrap, Office 365, Active Directory, Jira, Slack, Zoom

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Languages: Fluent in English & Arabic

Programming: Java, Python, JavaScript, Kotlin, C++, SQL, HTML/CSS, [React.js](#)

AI & No-Code Tools: AI-assisted development, no-code fullstack platforms, workflow automation

CERTIFICATE

- Google IT Support Professional Certificate** | ID: DXAB8348WM86
(Includes: Network Protocols, Cloud Infrastructure, Debugging, Customer Service)

Additional Highlights

- Experienced in delivering IT support and development remotely.
- Familiar with online collaboration tools (Slack, Zoom, Teams, GitHub).
- Strong self-management and communication skills for distributed teams
- Proven ability to use **AI tools** to accelerate project delivery and manage no-code applications.