

Ziad El Cheikh Ibrahim

COMPUTER ENGINEER



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OBJECTIVE

Motivated and detail-oriented computer engineer with a background and hands-on experience in customer service, infrastructure management and technical support .

EDUCATION

From 09/2022 till 6/2025	University of Balamand	Tripoli, Lebanon
BE in Computer Engineering		
From 9/2019 till 08/2022	Lebanese International University	Tripoli, Lebanon
BS in Communication Engineering		

WORK EXPERIENCE

Technical Customer Support Apprentice	AIY Expert Solutions	Tripoli, Lebanon
From 07/2025 till 12/2025		

- Process and fulfill customer orders through the company's WordPress platform, ensuring accuracy and timely delivery.
- Respond to and resolve customer support tickets, providing efficient and friendly assistance.
- Monitor and manage product inventory, updating stock levels in Google Sheets and Docs to ensure availability and accurate reporting.
- Collaborate with the technical team to identify and troubleshoot bugs in company bots, improving system performance and overall customer experience.
- Support the stock management process by identifying workflow changes, suggesting process improvements, and implementing solutions to streamline operations.

IT Infrastructure Intern	NextCare	Beirut, Lebanon
From 06/2024 till 08/2024		

- Engaged in troubleshooting hardware and software issues, providing technical support to end-users to resolve incidents efficiently.
- Assisted in the setup, configuration and maintenance of servers and workstations
- Inventory tracking and asset management

Library Computer Lab Assistant	University of Balamand	Spring 2024 - Fall 2025
From 06/2024 till 08/2024		

- Provided technical support for students
- Organized and maintained library resources, including books and printer functionality

SUMMARY SKILLS

TECHNICAL SKILLS:

Programming Languages: Python, Java, System Verilog, Assembly Language

Database management: MySQL, NoSQL

LANGUAGES:

Fluent in English & Arabic (writing, reading, and speaking)

Beginner in French & German (writing, reading, and speaking)