

# Ziad El Cheikh Ibrahim

## COMPUTER ENGINEER



Lebanon

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11 July, 2001

## 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	<b>University of Balamand</b>	Tripoli, Lebanon
BE in Computer Engineering		
From 9/2019 till 08/2022	<b>Lebanese International University</b>	Tripoli, Lebanon
BS in Communication Engineering		

## WORK EXPERIENCE

<b>Technical Customer Support Apprentice</b>	<b>AIY Expert Solutions</b>	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.

<b>IT Infrastructure Intern</b>	<b>NextCare</b>	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

<b>Library Computer Lab Assistant</b>	<b>University of Balamand</b>	Spring 2024 - Fall 2025
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- 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)