Fatima Aboudaher
Fatimaaboudaher2004@hotmail.com
 +961 81947577
Aramoun, Mount lebanon, Lebanon

Experience

- **Customer Service**
  Touch, Beirut, Lebanon   December 2023-August 2025
  Achievements/Tasks
  - Cooperating with team of 10-50 members to achieve customer satisfaction.
  - Responded to customer inquiries in-person, ensuring high satisfaction by resolving issues efficiently.
  - Handled complaints and escalations professionally, maintaining a calm and helpful demeanor.
  - Provided technical support and guidance on mobile services, billing, and account management.
  - Assisted customers with service activations, plan changes, and product recommendations.

- **IT intern**
  Touch, Beirut, Lebanon   July 2025
  Achievements/Tasks
  - Evaluated and specified secure on premise hardware, software, and networking requirements
  - Designed private local network architecture with IP addressing, DNS resolution, and segmentation
  - Configured UFW firewalls to restrict traffic to trusted IP ranges and block unauthorized access
  - Integrated reverse proxy (Nginx) to manage HTTPS connections and enforce LAN-only access
  - Implemented secure SSH key management and role-based user authentication controls

- **Web Development Intern**
  Integrated Digital Systems-IDS, Beirut, Lebanon   September 2025
  Achievements/Tasks
  - Developed a web application using PHP and MySQL.
  - Built responsive webpages using HTML5, CSS, and JavaScript (AJAX, jQuery).
  - Designed and managed databases using MySQL.
  - Created a Learning Management System using Laravel framework.

EDUCATION

- **Bachelor of Computer Science**
  The Islamic University of Lebanon (IUL), Wardanieh, Lebanon
  Expected Graduation: September 2026
  Currently in 3rd Year

COMPUTER SKILLS

- **Development Skills**

Html, Html5, CSS, CSS3, SASS, Bootstrap, JavaScript, PHP, Ajax, Json, JAVA, C, C++, C#, python

- **Database Management**

MS SQL Server, MySQL.

- **Software**

Microsoft Office, Visual Studio.

- **Operating System**

Windows, Linux.

- **Computer Networks**

IoT concepts, Network protocols, TCP/IP, sensor integration, MQTT, Node-RED

SKILLS & LANGUAGES

- **Skills**

Communication Skills, Time Management, Team Worker, Confident, Critical Thinker, Multitasked, Hard Worker

- **Languages**

Fluent in spoken and written Arabic
Fluent in spoken and written English