

Fadel Kassem

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EDUCATION

Lebanese International University, Beirut, Lebanon
Bachelor of Science in Information Technology

June 2024

EXPERIENCE

PROACTIVE ITS, Beirut, Lebanon

June 2024 – July 2024

Web Development Intern

- Assisted in maintaining the website by identifying, troubleshooting, and resolving bugs to ensure optimal site performance and user experience.
- Collaborated with other team members to develop and implement a new database for the website, improving data storage, accessibility, and overall system efficiency.
- Worked alongside senior team members to understand and implement best practices in data protection and network security.

OGERO, Beirut, Lebanon

February 2024 – June 2024

Information Technology Intern

- Assisted in the upkeep and troubleshooting of existing network infrastructure, ensuring seamless connectivity for internal and external users.
- Contributed to the design and implementation of new intranet and public network systems, collaborating with senior engineers to optimize performance and reliability.
- Supported the technical team in resolving network issues, performing diagnostics, and ensuring that all systems were functioning efficiently.

COMPUTER SKILLS

Networking:

- Cisco Certified Network Associate (CCNA): Network fundamentals, routing protocols (RIP, OSPF, EIGRP), LAN/WAN technologies, network security principles, and troubleshooting.

Programming:

- Java: Experienced in object-oriented programming, data structures, and algorithms.
- C/C++: Familiar with core concepts and have experience with basic programming tasks.
- Front-end: HTML, CSS, JavaScript.
- Back-end: PHP and SQL databases.

ADDITIONAL EXPERIENCE

LINA'S, Achrafieh, Lebanon

September 2021 – January 2024

Assistant Manager

- Led, trained, and motivated a team of baristas and staff, providing guidance on customer service, expectations, and daily tasks to ensure a positive and efficient work environment.
- Managed ordering and inventory control by building strong relationships with suppliers to ensure timely and accurate deliveries of supplies.
- Conducted regular checks to ensure all items served met the shop's quality standards, overseeing preparation processes to maintain consistency and customer satisfaction.

KAMPCATERING, Beirut, Lebanon

July 2024 – Present

Assistant Manager

- Managed staff schedules, addressed operational challenges, conducted employee performance reviews, and provided comprehensive training on procedures and regulations.
- Led and motivated the staff, ensuring smooth daily operations across all restaurant departments, maintaining high service standards.
- Oversaw opening and closing procedures, including inventory, cash handling, and preparation for the next day, ensuring accurate and timely task completion.