

# Fadel Kassem

Beirut, Lebanon | +961-70-652321 | fadelkassem1@gmail.com

## EDUCATION

### Lebanese International University, Beirut, Lebanon

June 2024

Bachelor of Science in Information Technology

## 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.

### KAMP CATERING, 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.