

SHADI AMIN

TECHNICAL SUPPORT AGENT

Contact

 +961 70 779 574

 shadiamin04@gmail.com

 Lebanon

 Shadi Amine

Education

Bachelor of Science In Computer Science

Modern University for Business and Science
2018 - 2023

Software:

- Android studio
- Vs Code
- Visual studio
- Xampp

Programming Skills:

- Java.
- C/C++.
- JavaScript.
- HTML5.
- Nodejs.
- React Native.
- Node JS.
- Kotlin.

Volunteer Work

- Department Secretary - Lebanese Red Cross.
- Treasurer - Lebanese Red Cross.

Skills

- Computer Skills (Microsoft word, Excel, Power Point, Internet Surfing, Systems).
- Leadership Skills.
- Communication Skills.
- Organizing Skills.
- Time Management Skills.
- Critical Thinking Skills.
- Problem Solving Skills.
- Solution Oriented Skills.
- Teamwork Skills.
- Analytical Skills.

Languages

- Arabic, Native - Fluent.
- English, Fluent.
- French, Intermediate.

About

A well experienced Technical Support Agent with proven experience in resolving technical issues efficiently and enhancing user satisfaction. Skilled in troubleshooting hardware, software, and network problems while delivering clear, step-by-step guidance to users. Adept at managing high-volume support requests, documenting solutions, and collaborating with cross-functional teams to improve service quality. A well experienced Software Developer for more than 3 years in the field with a proven track record of designing, developing, and deploying high-quality software solutions. Proficient in multiple programming languages and frameworks, adept at problem-solving, and committed to delivering innovative and efficient solutions. Staying abreast of emerging technologies and leveraging them to drive continuous improvement. A Dynamic and results-oriented Project Coordinator with a great experience in overseeing and managing a diverse range of projects, including construction, renovation, electrical, plumbing, HVAC, and excavation services.

Job Experience

Technical Support Agent

Telesupport International (TSI) - ITG, Lebanon

May 2024 - Present

- Providing first-level technical support to customers via phone, email, and chat.
- Troubleshooting hardware, software, and network-related issues in real time.
- Escalating unresolved issues to appropriate internal teams for further investigation.
- Logging and tracking support requests using ticketing systems.
- Guiding customers through step-by-step solutions and remote assistance tools.
- Documenting technical knowledge and updating support documentation regularly.
- Following up with customers to ensure full resolution of technical issues.
- Monitoring system performance and reporting recurring problems.
- Assisting in the onboarding and training of new support staff.
- Collaborating with cross-functional teams to improve service delivery and user experience.

Software Developer

Freelance, Lebanon

March 2022 - April 2024

- Actively participating in the development and refinement of software solutions for diverse projects.
- Collaborating closely with team members to analyze requirements and design specifications.
- Continuously writing, debugging, and optimizing code to enhance software functionality.
- Engaging in ongoing testing and quality assurance to ensure the reliability and performance of applications.
- Contributing to the integration of new features and updates into existing software systems.
- Regularly attending meetings to provide updates on progress and discuss project-related issues.
- Staying abreast of emerging technologies and industry trends to propose innovative solutions.
- Assisting in documentation efforts by writing technical manuals and user guides.
- Collaborating with cross-functional teams to deliver comprehensive solutions.
- Contributing to the enhancement of internal processes and methodologies within the software development team.

Project Coordinator

Facilitate International, Lebanon

December 2023 - February 2024

- Actively coordinating various mechanical projects, including construction, renovation, electrical, plumbing, HVAC, and excavation services.
- Collaborating closely with project teams to ensure timely completion and adherence to specifications.
- Continuously monitoring project progress and identifying potential risks or issues to mitigate them effectively.
- Facilitating communication among stakeholders, including clients, contractors, and suppliers, to maintain project alignment.
- Implementing project management tools and methodologies to streamline workflows and improve efficiency.
- Conducting regular site visits to oversee work progress and address any on-site challenges or concerns.
- Coordinating resource allocation, including labor, materials, and equipment, to optimize project performance.
- Ensuring compliance with relevant regulations, codes, and safety standards across all project activities.
- Providing ongoing support and guidance to project teams to foster collaboration and achieve project objectives.
- Contributing to the continuous improvement of project coordination processes and practices.

Internship

Intern - Software Developer

CME Offshore, Lebanon

August 2022 - October 2022

- Actively participating in the development and refinement of software solutions for various projects.
- Collaborating closely with team members to analyze requirements and design specifications.
- Continuously writing, debugging, and optimizing code to improve software functionality.
- Engaging in ongoing testing and quality assurance to ensure the reliability and performance of applications.
- Contributing to the integration of new features and updates into existing software systems.
- Regularly attending meetings to provide updates on progress and discuss project-related issues.
- Staying up-to-date with emerging technologies and industry trends to suggest innovative solutions.
- Assisting in documentation efforts by writing technical manuals and user guides.
- Collaborating with cross-functional teams to deliver comprehensive solutions.
- Contributing to the enhancement of internal processes and methodologies within the software development team.

Certificates

- The Ultimate React Native Series, Advanced Concepts - Udemy, 2024.
- The Ultimate React Native Series, Fundamentals - Udemy, 2023.
- Learn Big Data Basics - Udemy, 2023.
- Cyber Security Bootcamp: The Ultimate Beginner's Course - Udemy, 2023.
- NodeJS- The Complete Guide (MVC, REST APIs) - Udemy, 2022.