# KHOULOUD KARKABA

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## Profile Summary

I'm a driven Computer Science professional who makes things happen. I work, learn, and volunteer continuously, using every experience to grow and move closer to becoming a tech lead in Lebanon.

## Professional Experience

**CodeBrave | STEM Tutor**                                              **Dec 2023 – Present**
-Progressed from Teacher Assistant to Robotics Tutor, then Trainer Support, reflecting strong performance and leadership.
-Delivered CodeBrave-designed STEM and robotics lessons, supporting multiple classes and instructors.
-Assisted teachers, prepared and deployed digital exams on student devices, and taught with creativity and empathy.
- Kobo Toolbox, Google Forms, Microsoft Forms

**B.O.T (Bridge. Outsource. Transform) | Data Collector**                **Sep 2025 – Present**
-Conducted food marketing assessments across 20 supermarkets in Beirut and Baabda.
-Collected qualitative and quantitative data through structured interviews.
-Maintained high data accuracy to support organizational research outcomes.
-OpenSource Platform: SurveyCTO

**Alfa Telecommunication | Customer Experience Intern**                  **Jul 2023 – Aug 2023**
-Conducted mystery-customer visits across Alfa stores to assess service quality and customer experience.
-Collected structured feedback using standardized checklists.
-Reported insights and recommendations to support service improvement initiatives

**Alfa Telecommunication | Call Agent**                                  **April 2023 – October 2023**
-Handled high-volume calls from frustrated customers regarding 4G connectivity issues across Lebanon.
-Diagnosed problems, provided clear explanations, and guided customers toward effective solutions.
-De-escalated tense situations while maintaining service quality and customer satisfaction.

**Amideast | Project Manager Assistant**                                 **Nov 2022 – Feb 2023**
-Researched educational platforms and digital solutions to support new teaching and learning methods.
-Assisted in managing and maintaining the Moodle learning platform for academic programs.
-Supported the Head of Education with coordination, documentation, and daily project tasks.

## Education

**-Bachelor of Science in Computer Science | Lebanese University**
Courses: Java, C, Python, PHP, ASP.NET ,HTML, CSS, JavaScript ,Data Structures, OOP, Operating Systems, Networks, Parallel Computing, Simulation, Database, Project management.

## Extra-Curricular Leadership & Volunteering

**Rotaract Club of Baabda | Personal Development Director**              **2025 – Present**
-Designed and delivered leadership and professional development workshops.
-Coordinated guest speakers and monitored member development progress.

**Intersection Tech | Alumni Board Member**                              **2024 – Present**
-Guided alumni engagement and supported technical career development.

**IEEE Comsoc Society | President – Volunteer**                          **2024 – Present**
-Organized technology workshops to strengthen student technical skills.

**Kalimat | Chess Instructor – Volunteer**                                    **2024 – 2025**
 -Developed strategic thinking and problem-solving skills in children.

**Beirut AI | Project Lead – Volunteer**                                    **2023 – 2024**
-Led AI project development and coordinated technical roadmaps.

**Certifications & Awards**
-YLP 10: UNDP (2024_Present)
-IBM AI Fundamentals (2024)
- DataCamp Python (2024)
-Cisco Introduction to IoT (2024)
-Design Thinking & Entrepreneurship (2022)
-Female Chess Champion (2024)
-HULT Prize Entrepreneurship – First Stage Winner (2023)

**Languages:**
-French (fluent)        -English (Fluent)      _Arabic (Native)      -Spanish (Beginner)