

Ahmad Al Mawla

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EDUCATION

Lebanese American University (LAU) — B.S. in Computer Science | Aug 2022 – May 2026

- Member of the Computer Science Club
- Participated in LAU's community service initiative and volunteered at local events

PROFESSIONAL EXPERIENCE

Web Development Intern — Stories (Why-Stories) Jan 2026 – Present

- Built and refined WordPress landing-page sections in WPBakery using custom HTML/CSS, translating requirements into polished, reusable UI components.
- Collaborated on iterative improvements to layout, typography, and responsiveness to ensure a consistent experience across devices and editor/live views.
- Created Figma wireframes for a client website to support stakeholder alignment and guide implementation.

AI Software Engineer Intern — Touch (Lebanon) Jul 2025 – Aug 2025

- Built a bilingual (Arabic/English) customer-support chatbot for Touch Lebanon using Rasa and a local LLaMA model via Ollama to answer plan and service FAQs.
- Developed custom Rasa actions in Python and integrated REST/data sources for dynamic responses; added safe LLM fallback with PII sanitization and prompt templates.
- Tuned the Rasa NLU pipeline (DIET classifier, thresholds) and ran end-to-end testing/debugging to improve intent accuracy and reliability.

Web Development Intern (Full Stack) — Integrated Digital Systems May 2024 – Jul 2024

- Developed front-end pages with HTML5/CSS and enhanced interactivity using JavaScript, AJAX, and jQuery.
- Built an ASP.NET MVC web application with C#.NET and Entity Framework Core; created .NET Core Web APIs for integration.
- Managed relational databases using SQL Server (2012/2014), including schema design and queries.

Work-Study Student (Admissions Office) — Lebanese American University (LAU) Aug 2023 – Jan 2026

- Organized and managed student application files, ensuring accuracy and confidentiality in handling transcripts and sensitive documents.
- Streamlined the admissions process, reducing processing time by ~30% and improving response rate for 150+ applicants.

CERTIFICATIONS

FreeCodeCamp — Responsive Web Design

FreeCodeCamp — JavaScript Algorithms and Data Structures

SKILLS

Programming: Python, Java, C, JavaScript, C#

AI/NLP: Rasa, LLaMA (Ollama), NLP, Prompt Engineering, Intent Classification, PII Sanitization

Web: HTML5, CSS3, WordPress/WPBakery, AJAX, jQuery, React (Beginner)

Backend/DB: ASP.NET MVC, .NET Core, Entity Framework Core, Web APIs, SQL Server

Tools: Visual Studio, Git, Debugging & Testing

LANGUAGES

Arabic (Native), English (Fluent), French (Proficient)