

MOHAMMAD YAMOUT

Computer Science Specialist | Junior Web Developer

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SUMMARY: Computer Science Professional specializing in Level 1 Technical Support, troubleshooting systems, and Full-Stack Web Development. Expert in diagnosing hardware/software issues and maintaining business-critical infrastructure through rigorous diagnostic logic. Proficient in networking fundamentals (TCP/IP, DNS) and OS environments (Windows/Linux), with a strong technical stack in Java, Python, and Web Technologies (HTML/CSS/JavaScript). Adept at leveraging programming knowledge to automate support tasks and optimize "Consultation-to-Resolution" workflows.

CORE SKILLS: **Level 1 Support:** Expert in hardware/software troubleshooting, OS installation (**Windows/Linux**), and peripheral configuration- **Networking & Systems:** In-depth knowledge of networking fundamentals (**TCP/IP, DNS**), security protocols (Access Control), and system maintenance- **Diagnostic Logic:** Proficient in diagnostic techniques and analytical methods to identify root causes and provide rapid technical resolutions- **Software & Specialized Tools :****Languages:** Python, Java, C++, HTML/CSS (Useful for technical troubleshooting and automation)- **Productivity:** MS Office Expert (Advanced Excel for reporting), Google Workspace, and Video Conferencing tools - **Data & Ticketing:** Experience with CRM logic and data entry applications; adept at logging issues and tracking "Consultation-to-Resolution" workflows.

EDUCATION

2021-Present | Lebanese International University (LIU), Beirut, Lebanon

-Bachelor of Science, Computer Science - (Academic Merit Scholarship)

Relevant Coursework: Database Management Systems, Systems Analysis & Design, Software Engineering, Data Structures & Algorithms

2020 | Shakib Arslan High School, Beirut, Lebanon

-Baccalaureate II in Life Science

EXPERIENCE

Aug'25- Beirut, Lebanon

• **Real Estate Consultant,**

Nov'25 - Sales Operations & Pipeline Management: Managed the end-to-end sales lifecycle—from lead qualification and SDR outreach to final contract closure—optimizing the transaction funnel for high-net-worth acquisitions.

-**Market Intelligence & Analytics:** Leveraged CRM tools and data analytics to conduct in-depth market research, producing quantitative reports and trend analyses that maximized client ROI and guided strategic portfolio decisions.

-**Operational Compliance & Coordination:** Streamlined the "consultation-to-closing" workflow by partnering with legal and financial experts, ensuring 100% accuracy in regulatory documentation and risk mitigation.

-**High-Value Negotiation & Retention:** Led complex negotiations to secure optimal contractual terms, resulting in increased value creation, enhanced client trust, and consistent repeat business.

July'24- Beirut, Lebanon

• **Operations & IT Support Intern,**

Jan'25 Shakib Arslan High School

• **Operational Support**

-Provided operational support by managing correspondence and performing data entry, contributing to efficient office operations.

-Served as a first point of contact for stakeholders, efficiently addressing their inquiries.

-Created a custom data categorization and tagging system using advanced Excel protocols, reducing administrative processing time and improving data retrieval speed for reporting.

IT Support

-Served as the primary point of contact for staff/students, providing professional follow-up and redirecting unresolved issues to senior IT personnel.

-Managed digital records and databases, ensuring data integrity and rapid retrieval for operational purposes.

-Provided high-level technical assistance for hardware, networking, and software issues, maintaining 99% uptime for institutional equipment.

Utilized logging applications to document Level 1 issues, ensuring clear solution writing and continuous follow-up until resolution.

-Assisted in the migration and organization of legacy records into digital formats, improving workflow transparency.

Nov'22- Beirut, Lebanon

• **Operations Manager,**

July '24 Ground Hero Gaming Lounge

-**Business Oversight & Continuity:** Directed daily operations, including staff scheduling and technical system maintenance, ensuring peak performance in a high-traffic environment.

-Leveraged technical background to implement secure data backup protocols and system recovery plans, ensuring 99.9% uptime for business-critical digital infrastructure.

- Performed regular hardware diagnostics and software troubleshooting on high-performance gaming systems to ensure uninterrupted service
- Financial Management:** Managed daily cash flows and financial reporting, performing quality audits and reconciliation to ensure zero-discrepancy records.
- Inventory Optimization:** Oversaw complex inventory cycles for high-value peripherals and hardware, reducing stock-outs and administrative errors through new categorization systems.
- Performance Reporting:** Conducted regular audits and quality validation checks on operational data, providing stakeholders with insights into customer retention and service optimization.
- Delivered weekly operational reports to management, suggesting procedural improvements for system maintenance and customer intake.

June'22-• Security Officer

Beirut, Lebanon

Oct'22 Embassy of Kuwait

- Access Control & Protocol Compliance:** Executed high-level security protocols for embassy grounds and diplomatic residences, managing controlled access for high-profile visitors with zero-breach efficiency.
- Technical Systems Oversight:** Monitored and operated advanced security infrastructure, including monitoring stations, access control panels, and alarm systems, to maintain real-time situational awareness.
- Technical Reporting & Traceability:** Authored detailed incident reports on security breaches and abnormal events with high precision, ensuring 100% documentation traceability for diplomatic records.
- Crisis Coordination & Safety:** Coordinated emergency response efforts with local law enforcement and executed site-wide fire safety inspections and evacuation drills to maintain strict safety compliance.

Sept'19-• Sales Representative (Full time)

Beirut Lebanon

Feb'22 Cheese & Olive- Fakhani Store

- **Sales & Client Engagement:** Drove revenue growth through strategic upselling and proactive product training; built long-term client rapport that resulted in increased repeat business and customer loyalty.
- Financial Accuracy:** Processed high-volume transactions and managed end-of-day financial reporting with 100% accuracy, ensuring precise documentation for audit and sales tracking.
- Operational & Inventory Support:** Managed inventory logistics, including stock monitoring and supply-chain replenishment, while maintaining strict adherence to health and safety compliance standards.
- Customer Success & Communication:** Managed inbound inquiries and detailed order documentation, serving as a primary point of contact to ensure service excellence and order precision.

ADDITIONAL SKILLS

- Languages:** Arabic (Native), English (Fluent), French (Professional).
- Soft Skills:** Customer-Oriented, Interpersonal Communication, Patience, Analytical Problem Solving.
- Productivity Suites:** MS Office (Advanced Excel), Google Workspace, and Video Conferencing tools (Zoom, Teams).
- Technical Stack & Tools:** Software Development (Java, Python), Full-Stack Web Development (HTML, CSS, JavaScript), POS Systems, CRM/Ticketing logic.
- Multimedia Production:** Professional video editing and content creation using Final Cut Pro and CapCut.

CERTIFICATES

Nov'23 -AI Mastery: Unleashing the Power of AI

NxL

Feb'20 -GC LAU MUN,

LAU