

# Malek Ramadan

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## Profile

Results-driven Software Developer with a B.S. in Computer Science and 5+ years of IT experience. Expert in implementing and delivering robust software solutions to complex business problems, with hands-on experience across the full development lifecycle and a strong foundation in project execution, team collaboration and team leadership.

## Education

09/2025 – 12/2025  
Beirut, Lebanon

### Foundation of Computer Science

*Boot Camp at SE Factory* [↗](#)

Gained foundational experience in data handling using Python and SQL. Completed training in web development using HTML/CSS, JS and PHP.

2022  
Beirut, Lebanon

### Bachelor's Degree

*Arab Open University* [↗](#)

Computer Science

2015  
Beirut, Lebanon

### Technical Baccalaureate degree

*Al Mihaniya Al Amliya*

Electronics

## Programming languages

- Python
- HTML/CSS
- SQL
- Javascript
- PHP

## Skills

Problem solving and analytical thinking

Debugging and troubleshooting

Accountability and ownership

Time management

Adaptability

Multitasking

Attention to detail

Continuous learning and skill improvement

## Languages

### Arabic

Native

### English

Highly proficient in speaking and writing

### French

Limited Working Proficiency

## Work Experience

- 10/2025 – Present  
Beirut
- Call center shift leader**  
*Zaatar W Zeit* [🔗](#)
- Managed daily workflows, coached agents, and optimized performance. Compiled and analyzed sales/order data, providing key insights to guide leadership decisions. Acted as the key liaison with branch teams, coordinating order processing and resolving issues to ensure operational efficiency and service quality.
- 02/2024 – 10/2025  
Beirut, Lebanon
- Customer service agent**  
*Zaatar W Zeit* [🔗](#)
- Employed active listening and empathetic communication to de-escalate customer concerns, consistently building rapport and trust that facilitated smoother problem-solving and increased customer satisfaction.
- 04/2023 – 02/2024  
Beirut, Lebanon
- Call center agent**  
*Zaatar W Zeit* [🔗](#)
- Rapid and accurate handling of multiple orders simultaneously.
  - Ability to perform effectively under pressure.
  - Effective communication skills to ensure customer satisfaction.
  - Knowledge retention and recollection of product range to provide clients with prompt and precise response.
- 2021 – 2022  
Beirut, Lebanon
- Computer repair technician/IT & software developer**  
*Freelance*
- Hardware and Software technician.
  - Repairing, cleaning and troubleshooting devices.
  - Created React Native based apps.
  - Main focus on the front-end part in a project.
  - Remote and on-site work.
- 2017 – 2021  
Beirut, Lebanon
- Manager/IT**  
*Global Gaming/Steam Gaming*
- Hardware and Software technician.
  - Responsible for operating an entertainment center with over 30 devices.
  - Setting up network connectivity to the main server.
- 2014 – 2015  
Beirut, Lebanon
- Teller/IT**  
*Triple M travel agency*
- Hardware and Software technician.
  - Setting up network connectivity to the main server.
  - Responsible for money transfers in the travel agency and customers.
- 2012 – 2013  
Beirut, Lebanon
- Computer repair services**  
*ZeroHour services*
- Hardware and Software technician.
  - Repairing, cleaning and troubleshooting devices.

## Projects

2020 – 2021

### **Young Adventurers**

*Graduation project*

Young Adventurers is a platformer game developed in Unity by implementing player movement, camera controls and animations using C#. The character and environment animations were integrated utilizing Unity's animation tools, while leveraging assets from the Unity Asset Store for character and environment design.

## References

**Available upon request**