

Mostafa Shams El Deen

Saida, Lebanon | [LinkedIn](#) | +961 71557148 | mostafashamsdeen@gmail.com

WORK EXPERIENCE

Markarie

R&D and Technical Support Intern

Junior Technical Support and R&D Specialist

Technical Support and R&D Specialist

Atlanta, Georgia, US

January 2024 – August 2024

August 2024 – May 2025

May 2025 – February 2026

- Troubleshoot and resolve internal and external technical issues to ensure seamless system performance and client satisfaction.
- Design and deploy custom HTML email signatures tailored to diverse business needs.
- Create and manage automated cold email campaigns and newsletters to support client outreach and engagement strategies.
- Configure and verify email authentication protocols (SPF, DKIM, DMARC) to ensure secure and reliable deliverability.
- Research, test, and assist in the implementation of emerging automation tools to enhance business workflows and operational efficiency.
- Monitor client websites, domains, and IP reputations proactively to prevent blacklisting and maintain online credibility.

Lebanese Red Cross

EcoSec HQ Support

Hadath, Lebanon

April 2025 – June 2025

- Ensured accurate communication with beneficiaries by confirming payment receipt and resolving issues to support effective aid delivery.
- Provided real-time support to beneficiaries, helping minimize delays and improve access to humanitarian assistance.
- Cleaned and maintained beneficiary databases by identifying and correcting duplicate entries, enhancing data integrity.
- Collaborated with field teams to coordinate assistance activities and ensure smooth operational workflows between front-line staff and HQ.
- Contributed to the overall accountability and efficiency of the EcoSec program by supporting both field coordination and back-end data processes.

EDUCATION

Rafik Hariri University

Bachelor of Business in Information Technology Management

- **Coursework:** Programming, Project Management, Information Technology Management, Database Management Systems, Development Tools of Information Systems, Networking, Web Development

Mechref, Lebanon

Graduated May 2023

National Evangelical Institute for Girls and Boys

Technical Baccalaureate Diploma in Accounting and Computing

Saida, Lebanon

Graduated June 2019

CERTIFICATIONS

Google

- *IT Support Professional Certificate* *Completed April 2024*
- **Relevant Skills:** Customer Support, Network Protocols, Cloud Computing, Encryption Algorithms and Techniques, Debugging, Troubleshooting

ClickUp

- *ClickUp Expert Certificate*

Completed February 2024

Lebanese Red Cross

- *Operational Commander*
- *Restoring Family Links*
- *Shelter and Settlements in Emergencies*
- *Warehouse Storekeeper*

Completed September 2025

Completed February 2025

Completed August 2024

Completed August 2024

VOLUNTEERING EXPERIENCE

Lebanese Red Cross

Disaster Management Volunteer

December 2022 – present

- Attend trainings for disaster management and emergency response protocol.
- Take part in food and relief supplies distributions as well as providing shelter services.
- Collect and validate data of beneficiaries during interventions and distributions.
- Provide logistics support during distributions, interventions and in the DM warehouse.

SKILLS & LANGUAGES

Skills: Communication, Problem-solving, Adaptability, Customer Service, Collaboration, Software Proficiency (Google & Microsoft Suite), ClickUp, Zapier, Linux, Web Development (Front-end)

Languages: Arabic (*native*) | English (*fluent*)