

Ahmad kassem

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Education

Lebanese University – BS in Computer Science

Expected Aug 2026

Relevant Coursework: Data Structures, Algorithms, Object-Oriented Programming, Operating Systems, Database Management, Software Engineering, Networking, Cybersecurity, Artificial Intelligence, web development.

Certifications

Google - Gemini Certified Student	2026
AWS - Generative AI	2026
Microsoft - Generative AI by Microsoft and LinkedIn	2026
Microsoft - Cybersecurity by Microsoft and LinkedIn	2026
Microsoft - Microsoft Azure AI Professional Certificate by Microsoft and LinkedIn	2026
Microsoft - Microsoft Security Professional Certificate by Microsoft and LinkedIn	2026
Microsoft - System Administration by Microsoft and LinkedIn	2026
Github - GitHub Professional Certificate	2026
Github - GitHub Copilot Professional Certificate	2026
Docker - Docker Foundations Professional Certificate	2026

Skills

Languages: C, C#, PHP, Python, Java, JavaScript, HTML/CSS, SQL, Assembly, MIPS.

Cloud & DevOps: Git, GitHub, Docker, AWS, Microsoft Azure, System Administration, linux, wsl, virtualizations.

AI & Machine Learning: Generative AI, GitHub Copilot, LLMs, Prompt Engineering, Azure AI.

Cybersecurity & Networking: Cisco Networking (CCNA), Network Security, Threat Mitigation, Vulnerability Assessment, CISCO packet tracer.

Web & Frameworks: ASP.NET, Node.js, React.

Tools & IT Support: Technical Troubleshooting, OS Installation & Optimization, diagnostic.

Experience

IT Support Technician, Independent Tech Repair – Tripoli, Lebanon

2023 – Present

- Troubleshooting and resolving diverse software malfunctions across Windows and mobile operating systems, including system crashes, driver conflicts, and malware removal.
- Built custom desktop PCs and executed routine hardware upgrades (e.g., storage, memory), ensuring optimal system performance and component compatibility.
- Communicated troubleshooting steps and cost-effective solutions clearly to non-technical customers.

Computer Science Student Delegate, Lebanese University – Tripoli, Lebanon

2024 – Present

- Acted as the primary liaison between faculty members and the Computer Science student body, successfully advocating for student needs and resolving academic or scheduling conflicts.
- Organized, managed, and hosted multiple university-wide events, workshops, and academic initiatives, significantly improving student engagement and departmental communication.

Academic Tutor, Freelance – Tripoli, Lebanon

2021 – Present

- Mentored and tutored university peers in Computer Science and high school seniors preparing for the Lebanese Baccalaureate, simplifying complex technical and academic concepts.
- Developed customized study plans and practical problem-solving strategies, successfully preparing students for critical national exams and university-level finals.