

Ahmad Hani Maaz

Beirut, Lebanon

Email: ahmadmaaz697@gmail.com

Phone: 70 867 963

LinkedIn: Ahmad Maaz (www.linkedin.com/in/ahmad-m-749ba4299)

Summary:

Computer Science graduate from the Lebanese International University with a solid foundation in programming, problem-solving, and analytical thinking. Gained practical experience as an IT Assistant and as a Customer Service Agent, developing strong communication, adaptability, and customer-handling skills in fast-paced environments. Experienced in learning new systems quickly, managing responsibilities efficiently, and delivering quality service. Currently building expertise in Python, Excel, and business operations, with the goal of growing in customer experience, operations, or analytical roles. Eager to contribute to a dynamic organization through professionalism, efficiency, and continuous growth.

Core Skills:

- **IT System Basic knowledge:** Networking Basics, Cybersecurity Basics
- **Programming Languages:** Java, C, C++
- **Web Development:** Basic Knowledge
- **Development Tools:** VS Code, phpMyAdmin, IntelliJ, PyCharm, Arduino IDE, Excel
- **Software Development:** Object-Oriented Programming (OOP), Charts, Use Case
- **Data Science:** Python, SQL, Excel, Economics (currently learning and developing skills in these areas)

Soft Skills:

- **Problem-Solving:** Ability to analyze and troubleshoot technical issues efficiently
- **Team Collaboration:** Experience working on group projects and adapting to teamwork
- **Attention to Detail:** Ensuring efficiency and security in development
- **Quick Learner:** Adaptability to new technologies and programming languages
- **Time Management:** Ability to balance multiple tasks under deadlines

Experience:

• IT Intern – Goodies Beirut (Oct-2025 – Dec-2025)

Completed a 3-month internship in the IT Department, gaining hands-on experience with core IT concepts and practices. Assisted in troubleshooting and resolving technical issues across the office, supported daily IT operations, and helped maintain smooth workflow and system functionality.

• Customer Experience Intern – Azadea Group (Feb-2026 – Mar-2026)

During my two-month internship as a Customer Service Agent at Azadea Group, I was responsible for handling customer inquiries through live chat, assisting with order tracking, processing refunds, and resolving various

customer issues. My role required clear communication, problem-solving, and the ability to manage multiple cases efficiently.

Throughout this experience, I developed strong customer service skills, including active listening, empathy, and professional communication. I also gained hands-on experience in the retail field by understanding order management systems, customer expectations, and how large retail operations handle logistics and after-sales support.

This opportunity allowed me to improve my ability to work under pressure, adapt quickly, and deliver effective solutions, giving me valuable practical experience in both customer service and the retail industry.

Projects:

- **Aurora Heights (Web Course Project):** Developed a fully functional hotel booking website with user authentication, a reservation system, and an interactive homepage. Integrated a secure login and registration system with database storage to manage user data efficiently. Designed a structured and responsive layout to enhance user experience.
- **EBMS (Senior Project):** Designed and implemented an electric bill management system to allow users to view and manage their electricity bills online. Developed a user authentication system, feature highlights, and a call-to-action for improved accessibility. Ensured a structured and maintainable codebase with separate HTML, CSS, and JavaScript files.
- **Expense Tracker:** Developed a personal expense tracker that integrates Excel and Python to log, categorize, and analyze spending habits. Utilized Excel for data input, organization, and visualization with PivotTables, and used Python for data cleaning and automation tasks. The project enhanced skills in data handling, financial tracking, and practical application of Excel and Python for business analysis.
- **Payroll Management System:** Developed a desktop-based payroll management system using Python. The application allows users to manage employee records, generate monthly payroll sheets, and automatically format and export results to Excel. Features include employee import from Excel, data validation, salary and deductions calculation, and dynamic payroll sheet creation labeled by month and year. Designed with an intuitive Tkinter interface and integrated Excel automation through OpenPyXL for seamless data handling and professional reporting.

Certificates:

- **CISCO:** 4 badges and 5 certificates including: **Network Security, Cyber Operations Associate, CCNAv7, Intro to Networks, Get Connected.**
- **Volunteering:** Participation Certificate from the: **National Association for Local Development**
- **LIU:** 2 Dean's Honor List Certificates

Education:

Bachelor of Science in Computer Science, Lebanese International University, 2021–2025

Relevant Coursework: Data Structures, Algorithms, Robotics, Networking, Database Systems, Web Development, Software Engineering.

Languages:

- English (Fluent)
- Turkish (intermediate)
- German (Basic-A1) (**Goethe-Institute** Certificate; Grade: (Gut/Good))