

# Malak Majed Riman

Technical Support Specialist



## Summary

Dedicated and high-achieving **Computer Science** undergraduate at **Modern University of Business and Science (MUBS)**, expected to graduate in 2027. Demonstrated strong academic capability with a highest semester **GPA of 3.85**, reflecting advanced analytical thinking, problem-solving proficiency, and technical competence. Possess a solid foundation in programming, data structures, algorithms, and software development principles, with the ability to translate theoretical knowledge into practical applications. Recognized for attention to detail, structured debugging approaches, and the capacity to work effectively both independently and within collaborative team environments. Adaptable and quick to learn new programming frameworks and technologies, with strong time management and organizational skills. Seeking an opportunity to contribute technical expertise, continuous learning mindset, and strong work ethic to a professional technology-driven organization.

## Experience

**Technical Support Specialist**  
D-Technology

Jun 2025 - Jan 2026  
Qabr Chamoun

- Provided exceptional technical support to clients, resolving inquiries and issues through effective communication and troubleshooting techniques.
- Documented technical issues and resolutions in a knowledge base, streamlining the support process for future reference.

## Education

**Computer Science** - Bachelor of Science (BS)  
Modern University of Business & Science  
2023 - 2027    Beirut, Lebanon

**General Science** - High School Diploma  
Aindara Official School  
2021 - 2022    Aindara, Lebanon

## Accomplishments

1. Achieved a high semester GPA of 3.85
2. Consistently maintained strong academic performance in core Computer Science courses
3. Completed advanced coursework in programming, data structures, and algorithms
4. Academic improvement and performance consistency across semesters

## Contact Info

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## Skills

Soft Skills: Analytical problem-solving, Team collaboration, Clear communication, Adaptability

Technical Skills: Programming, Python, Java, C++, JavaScript, HTML, CSS, React

## Languages

English

Fluent

Arabic

Native

## Interests

Competitive programming, chess, photography, and continuous learning in emerging technologies.