

Amir El Eid

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Profile Summary :

- Motivated and adaptable Computer Science student with strong skills in IT support, customer service, and business management. Experienced in hardware and software troubleshooting, online sales, and network setup. Fluent in Arabic and English with basic French skills. Passionate about volunteering, community service, and continuously developing new technical and professional skills.

Education :

- Bachelor's Degree in Computer Science in Modern University for Business and Science (MUBS) (2024-Present)
- Baccalaureate in Amir Shakib Arslan Economics and Sociology

Certificates:

- International Computer Driving License (ICDL)
(Computer Skills: Hardware & Software, Microsoft Word, Excel, PowerPoint)
- Emotional Intelligence Certificate – Lebanese American University (LAU)
- Micro Work Course
- Introduction to Artificial Intelligence & Data Annotation

Work Experience :

Founder and Manager**Jan 2022 – Present --**

- Founded and managed an online page specializing in buying and selling electronics .
- Scaled the business from 50\$ to over 3,000\$ in just three months.
- Handled all aspects of the business: customer communication, marketing, sales, and operations.
- Built and maintained a strong client network, achieving a high rate of returning customers.

Waiter at Zaatar W Zeit**June 2023 – Dec 2023 -**

- Delivered exceptional customer service in a high-paced dining environment.
- Effectively communicated with customers and collaborated with team members to ensure service quality.

IT Assistant-CNAM Lebanon**Feb 2025-Present---**

- Maintained and troubleshooted hardware and software systems.
- Installed operating systems and essential software on staff computers.
- Configured internet connections and resolved network connectivity issues.
- Provided technical support and assisted in network setup and diagnostics.

Technical Skills:

- Hardware and software troubleshooting
- Installation of operating systems (Windows) and software on PCs
- Internet setup, router configuration, and connection troubleshooting
- Network setup and maintenance
- Database Fundamentals
- Data communication and networking fundamentals (cisco)
- Proficient in Microsoft Office (Excel, Word, PowerPoint)
- Programming Languages: Python, C#, Java, HTML, CSS, JavaScript
- Data annotation for AI/ML projects
- Strong computer literacy across operating systems and network environments

Volunteer Experience:

- Volunteer at Al Ghina Association & Various NGOs
- Organized food drives, distributed food boxes, and hosted events for orphaned children.
- Actively participated in community outreach and charity initiatives.
- Developed teamwork, empathy, and event organization skills.

Languages:

- Arabic: Native
- English: Fluent

Personal Skills:

- Highly adaptable to new environments and challenges
- Strong communication, leadership, and negotiation skills
- Entrepreneurial mindset with proven business growth achievements
- Committed to personal and professional development