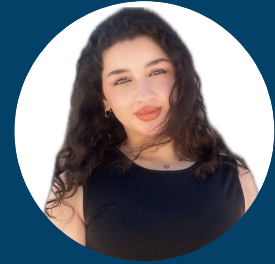


Christa-Maria El Hage

✉ christahajj3@gmail.com ☎ 81184707 📍 Bsalim, Lebanon



Profile

Motivated and detail-oriented Computer Science student with a strong foundation in computer networking and website development. With a solid understanding of network protocols, configuration, and security. Quick to learn new tools, adapt to team environments, and apply problem-solving skills to real-world technical challenges. Eager to contribute to innovative projects and grow in a fast-paced tech environment.

Employment History

Group Leader

Broumana High School

05/2022 – 10/2022

Broumana

- I worked at a summer camp where I was responsible for supervising and engaging with children in various activities, ensuring their safety, and creating a fun and supportive environment.
- I assisted in organizing games, arts and crafts, sports, and group events, while also helping with daily routines and conflict resolution.
- This experience strengthened my communication, teamwork, and leadership skills, especially in managing groups and adapting to dynamic situations.

Cashier

Charcutier Aoun

12/2022 – 01/2023

Bayada

- I worked as a cashier at Charcutier Aoun, where I was responsible for processing customer purchases, handling cash and card transactions, and providing friendly and efficient service in a busy retail environment.
- My role included managing the cash register, resolving customer inquiries and complaints, assisting with product returns and exchanges, and ensuring accuracy in all transactions.
- I also helped maintain a clean and organized checkout area and supported the team with restocking and basic store tasks when needed.

Customer Service Coordinator

Wooden Bakery

01/2021 – 11/2022

Jal El dib

- Tasked with managing customer service issues (Payments, orders, angry customers).
- Worked in sales and answered calls about consumer product claims.
- Supervised the delivery team and ensured that all customers received their orders and were completely satisfied.
- Also answered calls from clients seeking refunds because they had problems and weren't satisfied.

Technical Support Specialist

IDM, Cyberia / Cablevision

02/2023 – Present

Bsalim-Hybrid

- I work in technical support, assisting clients with resolving internet connectivity, email configuration, and website-related issues.
- My responsibilities included diagnosing problems, providing step-by-step solutions, and guiding users through troubleshooting processes.
- Applied strong analytical and problem-solving skills to identify root causes and implement effective solutions.
- Maintained professionalism and efficiency while managing multiple support requests in a fast-paced environment.

Education

Life science (LS)

Jamil Lahoud Public High School

03/2020 – 04/2021

Baabdath

B.S in computer science

Arab Open University

09/2022 – Present

Antelias

AI in project management

Linkedin learning

03/2026 – 04/2026

How to measure anything in AI: quantitative techniques for decision making

Linkedin learning

01/2026 – 02/2026

English Language Certificate

Linguaphone, Language School

02/2020 – 03/2021

Beirut

Fine Arts Certificate

Fabrizio Art school

03/2016 – 12/2019

Beirut

Skills

- | | | |
|-------------------------------|------------------------|-------------------|
| • HTML, CSS, JavaScript | • Python, sql | • Web Development |
| • Debugging & Troubleshooting | • vscode | • visual studio |
| • multitasking | • Communication Skills | • Teamwork Skills |

Languages

- | | | |
|----------|-----------|----------|
| • Arabic | • English | • French |
|----------|-----------|----------|