

SARA DAKIK

Computer Science Student | QA Intern | Customer Support & Operations

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PROFESSIONAL SUMMARY

Computer Science student with experience in customer support, operations, and technical troubleshooting. Skilled in client communication, process coordination, and collaborating with technical teams, with hands-on experience in QA testing, API validation, and SQL.

WORK EXPERIENCE

QA Intern

Tekram Deliveries | Remote, Lebanon

July 2026 - Present

- Executed functional testing of backend features and application workflows across Admin UI and mobile platforms.
- Performed API testing and validated database changes using SQL Server.
- Reported bugs, documented test results, and collaborated with developers.

Customer Support & Operations Agent

Tekram Deliveries | Remote, Lebanon

May 2026 - Present

- Managed real-time delivery operations and coordinated between customers, restaurants, and drivers.
- Resolved customer issues while ensuring service quality and timely solutions.
- Monitored operational workflows and handled escalations.

Trainer & Trial Sessions Conductor

CodeMind | Remote, Lebanon

April 2026 - Present

- Conducted coding trial sessions for students and evaluated learning needs.
- Explained programming concepts through interactive activities.

Customer Support Representative

Maids.cc | Remote, UAE

Feb 2023 - Aug 2023

- Managed client inquiries, service requests, payments, and account updates.
- Resolved escalated cases and coordinated with departments to ensure customer satisfaction.
- Handled calls and maintained client profiles while providing tailored solutions.

PROJECTS

SkyVeil Weather Web App | Link: [weather-skyveil.vercel.app](#)

- Developed a weather dashboard using HTML, CSS, and JavaScript.
- Integrated an API to display real-time weather information.

To-Do List Web Application | Link: [sara-todo.vercel.app](#)

- Built a task management application using React, allowing users to create, update, and manage tasks.

SKILLS

Technical Skills

- Programming Languages: Java, C++, JavaScript, TypeScript, SQL
- Web Development: HTML5, CSS3, React.js, Angular
- Mobile Development: React Native, Android Studio
- Databases: SQL Server, MySQL
- Tools & Platforms: Git, GitHub, VS Code, Visual Studio
- Testing & QA: API Testing, Manual Testing, Bug Reporting, Debugging

Languages

- Arabic: Native
- English: Fluent
- French: Intermediate