

Maher Kreydieh

Software Developer

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SUMMARY

Software developer with professional experience in technical support and operations. Proficient in Java, Python, JavaScript, HTML, CSS, .NET, and SQL, with foundational knowledge in Artificial Intelligence, Operating Systems, and Networking. Skilled in debugging, data management, cross-functional collaboration, and delivering user-facing solutions. Seeking a software development or junior developer role to apply academic and practical skills in building scalable applications.

SKILLS

Programming Languages Java, Python, JavaScript, C# (.NET), SQL

Web Technologies HTML5, CSS3, JavaScript (ES6+)

Database SQL (relational databases, querying, data management)

Computer Science Fundamentals Artificial Intelligence (basics), Operating Systems, Computer Networks

Tools & Platforms Git, Microsoft Office Suite, CRM Systems, Microsoft 365

Soft Skills Problem-solving, attention to detail, cross-team communication, multitasking

Spoken Languages Arabic (native), English (fluent), French (fluent)

EXPERIENCE

Operations Agent

Oct '23 — Present

TLS Contact

Beirut, Lebanon

- Process and manage sensitive visa application data and documents with full compliance with data protection and security regulations.
- Collect and verify biometric data, ensuring accuracy and adherence to government security protocols.
- Maintain detailed digital and physical records, applying data integrity practices consistent with software QA standards.
- Identify and resolve procedural errors, coordinating with internal teams and external government authorities.
- Operate cashier and POS systems, processing and reconciling daily financial transactions.

Technical Support Specialist

May '22 — Aug '23

Much Better

Istanbul, Turkey

- Investigated and resolved customer-reported software issues, documenting bugs and escalating to development teams.
- Reviewed and validated client data and transaction records, detecting errors and suspicious activities.
- Acted as liaison between end users and developers, translating technical problems into clear, actionable reports.
- Monitored platform activity in real time, ensuring data accuracy and platform reliability.

Call Center Representative

Jul '21 — Mar '22

Global Turkey Clinic

Istanbul, Turkey

- Handled 90+ customer interactions daily, logging all data accurately into CRM systems and submitting daily reports.
- Followed up with clients end-to-end to ensure full satisfaction and resolve outstanding issues.

EDUCATION

Bachelor of Science in Computer Science, Arab Open University

Sep '23 — Jun '26

Beirut, Lebanon

- Relevant coursework: Data Structures, Algorithms, Object-Oriented Programming, Database Systems, Web Development, Software Engineering, Artificial Intelligence, Operating Systems, Computer Networks.

High School Diploma in General Science, Daughters of Charity School

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Beirut