

# Charbel Sawaya

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Proactive Computer Science graduate with a foundation in programming (Java, Python, SQL) and CCNA certified networking knowledge. Over 3 years of experience in sales and branch management, demonstrating strong problem solving, communication, and leadership skills. Seeking a position where technical and analytical abilities can be applied to add value to the organization.

## Skills & Interests

### Programming & Development

Python • C++ • Java • HTML • CSS • JavaScript • SQL

### Tools & Platforms

Visual Studio IntelliJ IDEA • NetBeans • Git/GitHub

### Systems & Troubleshooting

Windows • macOS • hardware/software troubleshooting • IT Essentials

### Soft Skills

Customer Centric Communication • Collaboration & Teamwork • Analytical Problem Solving

### Languages

English • French • Arabic • Spanish

## Projects

### YallaService - Web Platform for Service Marketplace (Senior Project) 2025

Developed a web platform connecting service seekers with skilled professionals using HTML, CSS, JavaScript, and SQL, improving usability and reducing search steps for end users in prototype testing.

Designed and implemented core functionalities, including user registration, service listing, and search features.

Collaborated in a team based Agile environment, using Git for version control and preparing technical documentation and the CSI 497 project proposal covering system design and implementation.

### Blood Donation Database (Database Project) 2024

Developed a relational database system to manage blood donors, patient records .Ensuring secure data storage and fast retrieval of medical information.

Designed and implemented a normalized database schema (1NF-3NF) with primary and foreign keys to maintain data integrity and reduce redundancy.

Built and tested SQL queries to efficiently track donor history, patient records, ensuring secure data storage and fast retrieval of medical information.

## Certifications

[CCNA: Switching, Routing, and Wireless Essentials](#) Aug '23

[CCNA: Introduction to Networks](#) Jul '23

[IT Essentials](#) Feb '22

## Experience

**Branch Manager** • Birkenstock, ABC Achrafieh • Beirut, Lebanon

Oct '23 – Present

Promoted from Sales Representative to Branch Manager due to top performance and leadership potential.

Recruited, coached, and led a team of 5 sales representatives, consistently exceeding KPIs and ranking ABC Achrafieh as the top performing store among all branches during peak seasons.

Streamlined workflows and reporting, improving branch efficiency and customer experience.

**Sales Representative** • Birkenstock, ABC Achrafieh • Beirut, Lebanon

Aug '22 – Oct'23

Delivered a consultative sales approach, increasing customer satisfaction and retention while consistently exceeding monthly sales targets.

Supported onboarding and mentoring of new team members to accelerate their ramp up time.

Collaborated with management to implement effective in store sales and marketing initiatives.

**IT Support Assistant** • H Home furniture • Beirut, Lebanon

Jul '21 – Oct '21

Provided hardware and software troubleshooting for individual and small business clients.

Configured and maintained PCs, switches, and routers to ensure optimal performance. Advised clients on system upgrades and IT best practices for cost effective solutions.

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## Education

**American University of Science & Technology (AUST)**, Beirut, Lebanon

2021 – 2025

Bachelor of Science ,Computer Science

Relevant Coursework:Software Engineering, Networking, Database Management, Web Development, Data Structures and Algorithms, Game Development, Practical Approach to Data Science.