

Marwa Fliti

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EDUCATION

American University of Science and Technology, Beirut- Lebanon

B.S. in Computer Science

June 2025

GPA: 3.5/4.00

Relevant Coursework:

- Excel, Data Science, Data Entry, Microsoft Office, Excel, business management, Web Development (html, css, JS), Machine Learning, Introduction to Artificial Intelligence, Database Systems (SQL)

Experience

Senior Project Lead

AUST | Dec 2024-May 2025

- Leading a team while **developing “SkillXchange”**, a cross-platform job-matching app.
- Pitching the project as a potential tech-for-impact startup at AUST EXPO 18th, emphasizing its potential to address youth unemployment and promote economic inclusion in Lebanon.
- Utilizing **Flutter, Dart and Firebase** stack, **Git** for version control, **Figma** design tool.
- Implementing **AI automation** for efficient resume fetching and matching candidates with job

Customer Call Center Representative

Lebanon Connect | Feb 2025-May 2025

- Handled inbound and outbound calls, supporting over 50+ daily customers and customer satisfaction
- Achieved 92% first-call resolution rate, consistently meeting KPIs for efficiency and customer satisfaction
- Gained experience in remote shift schedule accurate documentation.

DoT Advanced Call Center Representative Training (21 hours)

- Completed a professional course covering inbound/outbound sales, customer engagement, and objection handling.
- Practiced first-call resolution and conflict de-escalation, and tailored customer engagement beyond scripts
- Handled inbound and outbound calls, supporting over 50+ daily customers and customer satisfaction

Mobile Development Intern

XpertBot | Jan 2025 -Apr 2025

- Gained hands-on experience with mobile app development using **Flutter** to create cross-platform applications
- Worked with **APIs** to integrate various services
- Collaborated with **multidisciplinary** team (backend, web, PM, QA) using **Git** for version Control

Online Library Database Management System - Database System

- Designed a database system for an online library to manage books , purchases, loans,

payments... Gaining deep understanding on how relational database systems actually works

Data Analysis Cohort

Simplilearn | June 2024- Aug 2024

- Got a basic understanding of technologies related to **data analysis** including **Python**, **Excel**, **SQL**, **R**, and worked on final project where we showed our skills
- Final project analyzed **youth employment trends** using real-world labor market

“Cash Assistance Monitoring Dashboard” – Internal Project

Developed a real-time dashboard to track Cash-for-Rent distributions using Excel and Power BI. Integrated data collected via KoBoToolbox to visualize beneficiary reach and funding gaps.

- Tool focus: **Power BI**, **Kobo Toolbox**, **Excel**
- Learned How to create a basic KoBo form and embed it in Power BI

Field Data Collection Assistant

Jousour Al Nour | July 2024 – Sept 2024

- Conducted household-level field assessments for shelter and education needs in refugee and vulnerable host communities.
- Used **Kobo Toolbox** to collect, validate, and upload structured beneficiary data under supervision of field coordinator.
- Collaborated with program and MEAL teams to ensure accuracy of needs identification for shelter rehabilitation and school support programs.
- Participated in Cash-for-Rent verification visits and contributed to post-distribution monitoring using standardized tools.
- Ensured ethical data handling, informed consent, and adherence to data protection protocols during fieldwork.

“Youth Employment GIS Mapping” – Visual Tool

Used QGIS to plot youth unemployment rates across Lebanese districts based on data from ILO reports. Highlighted geographical gaps in support programs.

ACCOMPLISHMENTS & LEADERSHIP

UN Global Compact Network Lebanon

Training Hub | Feb – May 2025

- Engaged with UNGC Lebanon’s sessions on ESG, Net Zero strategies, and Global Partnerships (SDG 16 & 17), exploring how youth can drive sustainable policy reform and climate innovation

Initiatives of Change | Lebanon

Together We Rise | May – June 2024

- Selected participant in the *Together We Rise* Hackathon by Initiative of Change Lebanon – presented a project promoting Positive Peace and digital equity through transport reform.
- Learned Social Entrepreneurship for Positive Peacebuilding and presented a project with positive social impact “Digitalizing Transportation in Lebanon”, which is a digital platform to organize public

transportation in Lebanon.

TECHNICAL SKILLS

Programming Languages: Python, HTML/CSS, JavaScript, JQuery

Software & Tools: Microsoft Office (Excel, Word, PowerPoint), Google Sheets, Power BI

CRM Systems & Tech: Experience with basic CRM tools and learning client-specific systems for call center operations.

Typing Speed: 35 WPM with 98% Accuracy (Proficient in typing without looking at the keyboard!)

Soft Skills : Active listening, empath, patience, problem solving, teamwork, time management.

Languages

- **Arabic:** Fluent (Native)
- **English:** Fluent
- **French:** Intermediate (Delf-B2 certified)