

Ahmad Alzein

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SUMMARY

Computer Science student with experience in IT and aviation as a ground handling agent. Highly skilled in computer systems, troubleshooting, and customer service. Adept at both technical problem-solving and effective communication. Seeking a role that leverages both technical expertise and people skills in a dynamic environment.

EDUCATION

Bachelor of Computer Science

Beirut, Lebanon

Lebanese International University, [GPA 3.5/4.0](#)

2021 2025

- Dean's List 2021
- Relevant Coursework: Data Structures, Database Management, Software Engineering, Web Development, Computer Networks.
- Completed projects: responsive personal website, video game store website, Windows Forms library system with SQL Server backend
- Developed strong programming, problem-solving, and software development skills

EXPERIENCE

➤ IT Technician

Beirut, Lebanon

[Anti-Virus Lounge](#)

02/2020 03/2021

- Monitored and maintained the functionality of all computers and systems within the lounge to ensure optimal performance and reliability.
- Performed hardware/software troubleshooting and maintenance.
- Maintained system security and network stability for optimal performance.

➤ Ground Crew

Beirut, Lebanon

[Middle East Airlines \(MEA\)](#)

03/2021 04/2025

- Provided customer assistance and ensured smooth boarding procedures.
- Verified travel documents in coordination with Immigration & Customs worldwide.
- Possessed a deep understanding of emergency protocols, assisting in evacuations, medical emergencies, and security incidents.
- Coordinated with flight crews, ground staff, and relevant departments to ensure the smooth and efficient turnaround of aircraft.

SKILLS

Programming: Familiar with C#, Java, Python, JavaScript

Development: Visual Studio, Visual Studio Code

Software: PowerPoint, Excel, Word

Soft Skills: Effective communicator, project leader, organized collaborator, deadline-driven, and proactive learner.

CERTIFICATIONS / TRAINING

CCNA: Introduction to Networking

SAT – Score: 1250

Passenger Services Course – MEA

CCNA: Switching, Routing, and Wireless Essentials

Forgery Detection – German Embassy (Airport)

Aviation Rules and Regulations Course – MEA

LANGUAGES

- Arabic: native language
- English: fluent (speaking, reading, writing)
- German: Basic (speaking, reading, writing)

REFERENCES

References available upon request