

Wissam Allaz

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OBJECTIVE:

Detail-oriented and reliable professional with strong communication skills and a customer-focused approach. Experienced in assisting clients, resolving inquiries, and providing clear, supportive service across various situations. Committed to maintaining a positive experience for customers and contributing to an efficient work environment.

EDUCATION:

Bachelor of Engineering in Computer Communication Engineering, GPA 3.4 2023
Rafik Hariri University, Faculty of Engineering.

EXPERIENCE:

CARMA

Content Support Administrator

Beirut, Lebanon
October 2023 - July 2024

- Extracted and implemented CSS selectors for internal software to crawl and monitor news and retail websites, ensuring timely and accurate data extraction.
- Collaborated with teams using Jira to manage, track, and resolve tickets, streamlining workflows and improving issue resolution.
- Contributed to enhancing the efficiency of web crawling processes by identifying and resolving data collection challenges on dynamic websites.

Facilitate International: Project Coordinator:

August 2024 – November 2025

- Obtained detailed situation descriptions, action plans, and initial cost estimates for assessments.
- Coordinated daily tasks and communication between clients and service teams.
- Managed work orders, documentation, and overall workflow.

Projects:

ETL Pipeline for Playstore:

- Developed a modular Python -based ETL pipeline to extract transform, and combine datasets from the Playstore and Reviews
- Cleaned and transformed raw data into structured formats, merging datasets to provide a unified view for further analysis and development.
- Collaborated with the web development team by delivering a combined processed dataset for seamless integration into their project

SKILLS AND LANGUAGES:

- Core skills: Call handling – Complaint resolution – CRM
- Programming Languages: Python – SQL – HTML – CSS
- Tools and Libraries: Power BI – Pandas – My SQL -
- Soft Skills: Leadership – Communication – Teamwork – Problem Solving
- Languages: Arabic – English