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**Stéphane CHAANINE**

**Beit-Meri  
Mont-Liban  
Le Nord Metn**

## ***Professional experience***

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### **Apple EU HQ Cork Ireland**

#### **2019-2020: Siri Machine Learning / A.I / Transcription**

##### **- Transcriber on the French Siri Team & Machine Learning / A.I Specialist**

- ✓ *Fixing Siri responses, making sure they are correct*
- ✓ *Geo Tagging when needed*
- ✓ *Reporting Malicious Requests*

### **iStyle Computers L.L.C (Apple authorized official reseller)**

#### **2015-2018: DUBAI (United Arab Emirates): Dubai Mall Shopping Center Branch**

#### **2018-2019: BEIRUT (LEBANON): City Center Shopping mall Branch**

##### **- Confirmed seller, specialized in APPLE products and support (Maximum monthly individual turnover: \$ 150K)**

- ✓ *Promote Apple Services, including sale of computer hardware and Mobile phones*
- ✓ *Provide personalized advice for customers on different Apple products*
- ✓ *Present new Apple products, and different commercial operations in the store,*
- ✓ *Implement actions related to specific events like Back to School, Black Friday, etc ...*
- ✓ *Build customer loyalty to Apple products and give advice and support for setting up Apple Care*
- ✓ *Ensuring good management of IT support and make software diagnosis*
- ✓ *Stock Management*
- ✓ *Manage customers receipts and store accounts*

### **2003- 2009 : Independent IT Support Technician (Beirut, Lebanon)**

##### **- IT Freelancer for individuals and professionals**

- ✓ *Set up computer software and repair computer hardware*
- ✓ *Implement domestic computer networks in homes.*
- ✓ *Create websites and forums for individuals.*
- ✓ *Computer maintenance PC / Mac environments such as back up and restore data for professionals.*

## **2010- 2015: Unilog Lebanon (Beirut, Lebanon): Junior IT Support Technician**

**Support and technical assistance of the customer Régie Lebanon.**

- ✓ *Ensure the proper functioning of the hardware and software during Unilog's mission with Régie Lebanon customer and perform on-site troubleshooting.*

## ***EDUCATION***

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**1998 : Louis Massignon French High School of Abu Dhabi (United Arab Emirates).**

*Baccalaureate level.*

## ***LANGUAGES***

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- **English:** Bilingual
- **French :** Bilingual
- **Classical Arabic:** Read, Write, Speak fluently
- **Libanese:** Mother tongue

## ***Computer Science (Software / Hardware)***

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**Windows, MacOS, Linux, iOS and Android**

### **Repair / Diagnostics PC, Mac**

Diagnosing all software problems (PC/MAC)

Diagnosing and repair most PC Hardware problems

Building any type of PC for all occasions (Gaming / Animation 2D or 3D etc)