

Seifeddine Hamdi

AI and Data Science Student — Tech Support Enthusiast — Gamer

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Profile

Motivated AI and Data Science student with a strong passion for video games and technology. Experienced in technical support and troubleshooting, with a solid foundation in programming, communication, and customer service. Seeking to bring my gaming knowledge, tech skills, and problem-solving mindset to a remote Gaming Support Agent role.

Education

Master's in Data Science

Collège de Paris

09/2023 – 04/2025

Courses: AI Project Specification, Data Analysis, AI Optimization, UX/UI Design

Bachelor's in Software Engineering and Information Systems

Faculty of Sciences of Bizerte

09/2020 – 06/2023

Courses: Web Development, Machine Learning, Data Structures, OOP, Operating Systems (Linux/Windows)

Experience

Technical Advisor – Customer Support (Remote)

Concentrix

12/2023 – 06/2024

- Delivered technical support for electronic components and devices. - Resolved complex user issues with patience, accuracy, and strong communication. - Maintained a high customer satisfaction rate through empathetic troubleshooting.

Intern – AR/AI Application Development

Cosmanet

02/2023 – 06/2023

- Built an augmented reality app with conversational AI features. - Used React Native and Unity to develop interactive user experiences. - Gained hands-on experience in cross-functional teamwork and independent learning.

Gaming Technical Projects

Virtual Assistant in Unity Game

- Developed a smart AI assistant to guide players in a 3D Unity environment. - Enhanced user engagement and game immersion through contextual dialogue.

AR Guide with AI Chat and Quiz Features

- Designed a 3D AR character integrated with a chatbot and interactive quiz system.

Solar Panel Detection via Infrared

- Applied computer vision to analyze and detect panels in thermal imagery. - Experience with AI models, problem-solving, and data accuracy.

Skills

Technical:

- Technical Support Troubleshooting
- Programming: Python, JavaScript, HTML, CSS, Java
- Operating Systems: Windows 10+, Linux
- AI Tools: TensorFlow, PyTorch, OpenCV
- Game/AR Tools: Unity, React Native

Soft Gaming Skills:

- Fast Learner, Gamer (PC/Console)
- Clear Communicator, Team Player
- Attention to Detail, Active Listener
- Passionate about gaming and player experience

Languages

English (Advanced – C1), French (Fluent), Arabic (Native)

Technical Setup

- **Gaming PC:** Windows 10 64-bit, Intel i5 10th gen CPU, 16GB RAM, GTX 1650Ti GPU
- **Internet:** Fiber, 20Mb/s Download/Upload, <50ms Latency

- **Headset + Dedicated Quiet Workspace Available**
- **Smartphone:** Android 10 (2FA-compatible)