

Charles Semaan

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Introduction

I am a sincere, loyal, reliable and dedicated individual who has a great deal of ambition. I love to learn, and am always up to a challenge. I get along well with others, while also working efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

Work Experience

Teamwhale

QUALITY CONTROL MANAGER

Remote

Feb. 2021 - Current

- Specialists quality assessment.
- Crafting efficient quality reports and analyses.
- 1 on 1 feedback and team feedbacks.
- Performance management with KPI.
- Coaching and training new members.
- Writing new material articles, guides and templates.
- Improving customer service for the client's end.

Teamwhale

CUSTOMER SUCCESS AGENT / CLAIMS MANAGER

Remote

Sep. 2020 - Feb. 2021

- Provided customer support service through chat, tickets and via calls.
- Geo locations handled are English, French and Arabic.
- Claim requests resolutions.
- Jira tasks creation.

Wikium

TELESALES AGENT

Remote

Apr. 2020 - Jul. 2020

- Conducted phone calls to clients in the United States in order to secure a sale (no cold calling).

Mountain Mudd Espresso

SUPERVISOR / SHOP KEEPER

Jounieh, Lebanon

Nov. 2017 - Aug. 2019

- Daily inventory management.
- Ensuring smooth continuous shop operations.
- Monthly Sale/Inventory report.
- Training newly recruited baristas.
- Resolving client's complaints and dispute.
- Maintaining team cooperation and schedule placement.
- Ensuring customer service and beverage quality.

Dunkin' Donuts

BARISTA

Jounieh, Lebanon

Apr. 2016 - May. 2017

- Checklists Management.
- Store Opening/Closing Duties.
- Customer Service Handling.
- Hospitality duties.

Projects

Local E-sports Tournament

ORGANIZER

Beirut, Lebanon

Jul. 2014

- Organized and managed an independent eSport competition for "League of Legends" that was featured on national television, with the help of "Gamezone" in Dekawneh Lebanon. The event was sponsored by Redbull, Razr, Thermaltake and Kingston.

Humanity offered for atonement

APPLE EBOOK PUBLISHER

Lebanon

March. 2016

- Converting the book's transcript to digital and formatting it for apple's books platform then publishing it. - <https://books.apple.com/us/book/humanity-offered-for-atonement-a-sacrifice-of-blood/id1090875382>

Computer Skills

- Microsoft Office Packages
- Adobe Premiere, Photoshop, Lightroom
- Computer Assembly, Diagnosis and Repair (Hardware and Software)
- Slack, ZenDesk, LiveTEX, LiveChat, Trello

Development Language Technologies

- Github
- iOS Development (Swift, Xcode)
- Java, Javascript, HTML, CSS
- React

Education

Arab Open University (Lebanon)

Antelias, Lebanon

B.S. IN INFORMATION TECHNOLOGY AND COMPUTING

2015 - Aug. 2019

- Graduated with second degree honors and a GPA of 3.67
Senior project iOS Mobile Application Prototype: <https://drive.google.com/open?id=1Msl8Jvy4kdIS-bdeivl2peS0V6W2dshg>

Ural Federal University

Yekaterinburg, Russia

MASTERS IN SOFTWARE ENGINEERING

Sept. 2019 - Aug. 2022

- Expected graduation date in Q4 2022
Senior project iOS Mobile Application Prototype: <https://drive.google.com/open?id=1Msl8Jvy4kdIS-bdeivl2peS0V6W2dshg>

Charite Zouk

Zouk Mikael, Lebanon

LEBANESE BACCALAUREATE

2014

- School Degree

Extracurricular Activity

Redcross Lebanon

Jounieh, Lebanon

VOLUNTEER

Jun. 2016 - Aug. 2016

- Assisted the fundraising events for our local redcross organization.

South Ural State University

Chelyabinsk, Russia

EVENTS PHOTOGRAPHER / MEDIA TEAM

Oct. 2019

- Community events photographer.
- Photography environment setup.
- Post processing with Lightroom and Photoshop.