



SHADI ALISSA

Software Engineer

About Me

Software Engineer with 2+ years of experience in developing desktop applications using C# and .NET. Graduate of the Computer Technical Institute with a strong interest in Artificial Intelligence. Based in Bulgaria.



+359 87 849 9096



ShadiAlissa21@gmail.com



Amersfoort, Netherlands

LANGUAGE

- Arabic (Native)
- English (good)
- Bulgaria (Beginner)

PROGRAMMING LANGUAGES

- C#
- Python
- Javascript
- SQL

TRAINING COURSES

Front-End Ms-Office Back-End

- HTML
- Word
- Node-JS
- CSS
- Excel
- Express-JS
- Bootstrap
- Access
- MongoDB
- Javascript
- Powerpoint
- React-JS

EXPERIENCE

Customer Support Specialist - Arabic, IDB - Sofia, Bulgaria August, October 2025.

- Handle customer inquiries in Arabic via phone and email.
- Record interactions in CRM and escalate complex cases.
- Provide accurate and professional support.

Pre-Sales Marketing Specialist 2Lid Ltd. - Sofia, Bulgaria April - August 2025

- Reached out to Arabic-speaking clients to promote services.
- Generated and qualified leads to support the sales team.
- Collaborated with sales teams to align campaigns with client needs.

Desktop Application Developer-Syria 2021 - 2023

- Programming and designing desktop applications with interactive interfaces using Windows Form C# .Net

Freelance Software Technician-Syria 2017 - 2021

- Freelance software technician for Windows operating system

Internet Network Technician-Syria 2014 - 2017

- Installing and preparing Tooway devices to receive Internet from satellites
- Programming Mikrotik servers and routers

OTHER EXPERIENCES

Kitchen Crew - KFC Sofia, Bulgaria Jan - Apr 2025

- Prepared meals and followed digital screen orders
- Maintained kitchen cleanliness

Electrician Assistant Sofia, Bulgaria. Sep 2024 – Jan 2025

- Executed residential electrical wiring according to plans
- Read and interpreted electrical blueprints

Pizza Maker - Doner Pizza, Sunny Beach,Bulgaria Jun – Sep 2024

- Made dough, prepared pizzas, and operated the oven
- Maintained cleanliness in the work area

Pizza Maker & BBQ - Mr. Pizza, Sofia, Bulgaria Feb-Jun 2024

- Made dough, prepared pizzas, and handled grill and barbecue preparation
- Followed food safety procedures

EDUCATION

Aleppo University

Technical Diploma in Software Engineering – Computer Technical Institute. 2021-2023

Secondary certificate

General Secondary Certificate, Scientific Branch - Raqqa. 2020-2021