



# 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.



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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