

Luke Salem

lukesalem2002@gmail.com | [Portfolio](#) | [Github](#) | [LinkedIn](#) | 072-207-30-42

Skills

Languages & Tools: HTML, CSS, JavaScript, Typescript, Java, Node.js, Express.js, SQLite, React, Spring Boot, MongoDB

UI & Design: Figma, Bootstrap, Bulma, Material UI

Development Tools: Git, Postman

Soft Skills: Fast learner, adaptive, team-oriented, strong communicator

Languages: Swedish (fluent), English (fluent), Arabic (native)

Experience

Technical Advisor, Webhelp – Malmö June 2023 – August 2024

- Supported Telenor's customers with troubleshooting technical issues in their broadband, TV and other digital services.
- Maintained high customer satisfaction through solution-focused communication and real time help over the phone.

Insurance Advisor, Trygg-Hansa – Malmö Jan 2023 – June 2023

- Provided expert insurance advice and guidance through analyzing the customer's needs.
- Helped customers make informed decisions by clearly explaining policy options over the phone.
- Developed strong trust and relations with our customers, resulting in high customer satisfaction and excellent ratings

Customer Service Agent, Bygghemma – Malmö April 2022 - January 2023

- Maintained a high volume of customer calls and emails regarding orders, returns, claims and logistics.
- Coordinated with vendors and delivery companies to ensure high customer satisfaction
- Ensured a high level of service standard by following through with every customer and detailed case handling.

Care Assistant, Östersunds Kommun – Östersund October 2021 - April 2022

- Assisted elderly patients with daily tasks in special housing.
- Completed certified training for medical delegation.
- Fostered a respectful and supportive environment for all elderly patients.

Projects

Portfolio lukesalem.netlify.app/

- A portfolio built with **React**, **Typescript** and **Material UI** that showcases all my previous projects and my background.

The Cocktail DB cocktailapi-lukesalem.netlify.app/

- A cocktail information website fetching information from an **API** and built utilizing vanilla **Javascript** and **Bulma CSS**

Library Management System github.com/lukebike/library-system

- A full-featured **CRUD** Library Management System built with **Java**, **Spring Boot** that implements **RESTful API** endpoints and uses **Spring Data JPA** for repositories and **SQLite** for the database

Education

Teknikhögskolan Lund – Full Stack Development August 2024 - Ongoing

Jämtlands Gymnasium – Social Sciences Program August 2018 - June 2021