

# Luke Salem

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## Education

**Teknikhögskolan Lund** – Full Stack Development

August 2024 - Ongoing

**Jämtlands Gymnasium** – Social Sciences Program

August 2018 - June 2021

## 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)

## 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

## 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.