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

Goomba Bot — github.com/lukebike/goombaBot/
- A Discord bot built with **Javascript, Node.js, Meta AI and discord.js**. Supports role assignment, team making, event creation, learning from user messages to generate fun, randomized responses when pinged, birthday pings, dynamic bot status based on server activity and integrated AI chat for conversational interaction.

Portfolio — lukesalem.netlify.app/
- Portfolio built with **React, Typescript** and **Material UI** that showcases all my previous projects and my background.

Planify — lukesalem-planify.vercel.app/
- Simple to-do list app that helps you stay organized. Create multiple lists to plan and keep everything in one place.

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

Care Assistant, Östersunds Kommun – Östersund — October 2021 - April 2022
- Assisted elderly patients with daily tasks in special housing.
- Completed certified training for medical delegation.