# Luke Salem

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## Skills

\*\*Languages & Tools\*\*: HTML, CSS, JavaScript, 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 technical issues and troubleshooting for broadband, TV, and other digital services.
* Maintained high customer satisfaction through empathetic, solution-focused communication.
* Improved resolution time by independently researching and applying complex solutions.
* Insurance Advisor – Trygg-Hansa, Remote

January 2023 – June 2023

* Provided expert insurance advice and guidance through needs analysis.
* Helped customers make informed decisions by clearly explaining policy options.
* Developed strong trust and rapport with clients, resulting in excellent service ratings.
* Customer Service Agent – Bygghemma AB, Remote

April 2022 – January 2023

* Managed a high volume of customer inquiries regarding orders, claims, and logistics.
* Coordinated with vendors and delivery services to ensure resolution of issues.
* Maintained detailed documentation to ensure follow-through on all cases.
* 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 clients.
* Admin & Care Assistant – Lanterna Vård och Omsorg AB, Östersund

July 2021 – October 2021

* Created staff schedules and handled documentation for home care visits.
* Provided individualized care for patients while maintaining thorough records.
* Administrative Assistant – Katarina Gården AB, Östersund

June – July 2020

* Performed general office tasks including email handling, calls, and customer service.
* Store Assistant – ICA Nära Frösön, Östersund (Internship)

June 2019

* Stocked shelves, handled packages, and assisted customers on the floor.
* Recreational Assistant – Förskolan Östberget, Östersund (Internship)

March 2018

* Led activities and supported children in daily recreational routines.

## Projects

\*\*Personal Portfolio\*\* – https://lukesalem.netlify.app

Built and deployed a full-stack personal portfolio showcasing web projects, built using React, HTML/CSS, and hosted on Netlify.

## Education

* Teknikhögskolan Lund – Fullstackutveckling

August 2024 – Present

* Programmering & Matematik (kompletterande kurser)

December 2023 – March 2024

* Jämtlands Gymnasium – Samhällsvetenskapsprogrammet

August 2018 – June 2021