

NAEIM SALIB

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EDUCATION

City University of New York, College of Staten Island

Bachelor of Science in Computer Science

December 2021

Relevant Coursework:

Java Programing, Web Development, C++ Programing, Discrete Structures and Algorithms, Data Structures, Operating System, Software Development

SKILLS

Programming: Java (Excellent) , C++ (Excellent) , JavaScript (Proficient), Python (Proficient) , HTML/CSS (Proficient), MYSQL(Proficient).

CLOUD: AWS EKS, ECS, Batch, EC2, Networking, Storage Volumes (EFS, NFS, EBS)

Programming Methodologies: Agile Methodology, Waterfall Methodology

Currently Learning: React, Spring-Boot Framework, NOSQL, Node.JS, Postgres SQL, MONGO DB, Kotlin.

Technologies: XCode, Git/GitHub, Heroku, IntelliJ, Eclipse, Trello.

Spoken Languages: English, Arabic

Clubs: Secretary of The ISI Club (System Information and Informatics), and Member of the Hack-a Project Club.

PROJECTS

Personal-Handbook

- Using Java, Spring Boot Framework as well as Postgres SQL, Implemented a Personal Application that Helps People manage their Contacts Book with a simple and easy to Use Website Application, where Users can Save their Friends and Family Contacts, with Easy Access to anytime Either from the Application or from the Excel File that The Program Generates.

2021 GFK Hackathon

- Participated in the 2021 GFK Hackathon representing College of Staten Island, were we Created a System Design and Presentation of a web Based / Mobile App to Increase the Sales of Electric Cars in the United States.

EXPERIENCE

AWS

Cloud Support Associate

Remote(Florida)

June 2022 – Present

- Handle customer cases related to AWS cloud environments, with a focus on troubleshooting issues with EKS, ECS, and other AWS services.
- Communicate with customers via email, phone, and chat to understand their issues and provide effective solutions.
- Collaborate with internal teams to escalate and resolve complex issues.
- Participate in on-call rotations and maintain a high level of availability and responsiveness.
- Maintain up-to-date knowledge of AWS products and services and continually improve technical skills.
- Contribute to knowledge base articles and other customer-facing documentation.

Samsung Electronics of America

Paramus, NJ

Quality Project Engineer

August 2019 – Present

- Identify Patterns of issues by Getting Data From all Samsung Repair Stores and Multiple Repair Centers, leading to Identifying Issues and Patterns in Samsung's Products to be addressed, and preventing those Issues from Happening again
- Perform quality inspections and drafted reports to detail non-conforming material issues.
- Discern and address root causes as part of a multi-disciplinary defect Reviews.
- Escalate concerns about project and process quality, referring discovered issues to Quality correction.
- support multiple Quality Team members, implementing corrective action updates support multiple Quality Team members, Implementing corrective action updates
- Implement process improvements to smooth the development cycle and increase collaboration.

Apple, Inc

Nanuet, NY

Technical Expert

Jan 2017 – Aug 2019

- Mentored teammates on new products and strategy by keeping current on apple product changes or new product launches
- Helped Increase Apple care Plus Sales by over 40%, By Conducting Workshops to Train and Mentor Sales Specialist on how to approach customers and explaining what the benefits of Apple Care Plus.
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Performed troubleshooting, diagnoses, and repair of Apple Mac OS and IOS hardware and software for an average of 200 clients per month
- Managed all aspects of the support workflow including prioritization of customer requests, scheduled genius bar appointments to ensure customer satisfaction Using their Internal System.

INTERESTS & HOBBIES

Interests: Building a Race/Drift Car