SOHAD SATTOUF

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SUMMARY OF QUALIFICATIONS

- 2+ years of experience working as Developer on Desktop/Web applications.
- 5+ years of experience working in customer service in multinational environments
- Highly skilled in customer support and problem-solving gained over the years
- Reliable team player, able to prioritize and multi-task with proven time-management skills
- Dedicated and professional working as IT Support Specialist.
- Fluent in English, Arabic and Turkish

SKILLS

- C#, .NET Framework, Python, Java, JavaScript.
- MS SQL Server, SQL Lite, MongoDB.
- Windows and Web application (HTML5, CSS3, ASP.NET, Angular, REST API, Typescript, jQuery, ADO.NET).
- Familiar with Azure.
- Familiar with Git.
- Visual Studio
- Microsoft Windows and Linux OS
- MS Office Word, Excel, Power Excel, and Access

RELEVANT WORK EXPERIENCE

Nascode   **Lebanon, Beirut (2020-2022)**
Software Developer
- Collaborated with the development team regarding the required aspects of software design and coding.
- Attended and contributed to the company's development meetings.
- Constructed detailed scripts of code while working on bug fixes.
- worked on testing and evaluating new programs and writing and implementing efficient code.
- Successfully assisted the Development Manager in all design-related tasks.
- Provided accurate and in time reports to management on daily basis.
- Effectively Monitored technical performance of internal systems

IT Support Specialist
Tech Support   Lebanon, Beirut (2017-2020)

- Provided effective technical support across the company in person or over the phone
- Set up accounts for new users and modifying exist accounts
- Troubleshot, repaired, maintained, installed, and managed desktops, laptops, and mobile computing devices
- Successfully communicated with customers regarding service issues and requested, handled various issues in a friendly and efficient manner, and escalated to the next tier of support as needed
- Monitored and maintained computer systems and networks
- Repaired and replaced equipment as necessary

Customer Service Representative
Les Galettes   Lebanon, Mount-Lebanon (2014-2017)

- Directly answered our customer's calls for their comments to be properly handled.
- Responsible for documenting all complains using Excel as an alternative for ticketing system.
- Placed orders directly from customers, distributors and agents based on the work needs.
- Performed constants contact with customers to report the status of their requests and getting their feedback.

VOLUNTEER WORK

Youth Team / Service Team   Syria, Homs (2009-2013)
 St. George Church
- Responsible for designing, implementing and maintaining church network's devices and infrastructure
- Successfully handled various challenges faced by youth and appointed as the Youth Team Leader due to excellent support
- Motivated teams and encouraged volunteer work

EDUCATION

- **Full-Stack .NET Cloud Developer (Bridging Program**)   (2022)
  Humber College, Toronto

- **Successful completion of the following courses on Coursera platform:**
  - Python Basics
  - SQL for Data science
  - Introduction to HTML5
  - Python Functions, Files, and Dictionaries
  - Data Collection and Processing with Python
  - Python Classes and Inheritance
  - Python Project: pillow, tesseract, and OpenCV
  - Introduction to CSS3

- **Chemical Engineering, Al Baath University**   Syria, Homs (2012-2015)