CHARLES SEMAAN

SOFTWARE ENGINEER 📞 +79322357120

○ DETAILS ○

+79322357120
charlessemaan1@gmail.com

○ SKILLS ○

MongoDB

Docker

Git

Node.js

HTML & CSS

React

JavaScript

○ LANGUAGES ○

Arabic

English

French

Russian

○ HOBBIES ○

Feel free to get to know my artsy side here on my personal website: https://charleslenx.com/hobbies

○ SOCIAL LINKS ○

Instagram

VK

Github

👤 PROFILE

I am an aspiring Software Engineer who is adept in bringing forth expertise in design, installation, testing and maintenance of software systems. I love to learn, and am always up to a challenge. I get along well with others, while also working efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

💼 EMPLOYMENT HISTORY

Quality Control Manager at Teamwhale, Remote
February 2021 — Present

- Improving customer service for the client by applying and communicating efficient feedback to our agents while also crafting quality reports and analysis.

Customer Success Agent / Claims Manager at Teamwhale, Remote
September 2020 — February 2021

- Provided customer support service to our clients from Geos with the following languages: English, French and Arabic.
- I had a high KPI and satisfaction rate so I was promoted to claim requests resolutions.

Supervisor / Shop Keeper at Mountain Mudd Espresso, Jounieh, Lebanon
November 2017 — August 2019

- Ensuring smooth continuous of the shop operations while also maintaining client's satisfaction and beverage quality.
- Making sure the team is working on the same page towards making a quality beverage with an impeccable service.

🌱 PROJECTS

iOS Mobile Application

I have developed an iOS mobile application as a final project for my Bachelors Degree. This application is a personal agenda that will help you organize your life, create lists, set daily tasks and reminders, and create healthy habbits to stay consistence. Its main purpose is to keep you focused professionally and most importantly consistent to achieve a certain goal in mind. It is yet to be launched in the appstore.

Application Preview: https://disk.yandex.com/d/RSrd02yLhHkxag

Custom integration between AppFollow/Playvox using NodeJS and AWS Lambda

As a Quality Control Manager we needed to automatically import our app-store/playstore replies from Appfollow in order to grade them on Playvox so I have created a script using REST API, NodeJS and AWS lambda that fetches mobile applications reviews and agent replies from AppFollow and sorts them according to the metadata I created on Playvox and pushes them automatically everyday using AWS Lambda Functions. I was awarded employee of the month for this contribution that increased our productivity.

Project Repo: https://github.com/c-semaan/AppFollow-Playvox-Integration

Personal Website

I built my own webstie from scratch without any frameworks using pure HTML, CSS and Javascript. The website is almost complete. I just need to input my data on it. Please feel free to check it here: www.charleslenx.com

Credit/Debit Payment Form with Data Validation (React, NodeJS & CD/CI using Docker & Jenkins)

I have developed a payment validation form for my university using React and NodeJS. The user is able to switch between paying using a banking card or a bank transfer on the same form. I also created an admin panel for it.

For Devops, I have used Jenkins and Docker. I made a google presentation that explains my CD/CI architecture. It is available upon request.

Project Repo: https://github.com/c-semaan/paymentnomodules

Docker: docker pull charleslenx/cdci-react

Customer service solutions for Quality Management

I am currently developping a solution for Quality Control Managers and also Workforce Management. This web application will provide data integration from several deskhelp softwares such as LiveChat, Zendesk, AppFollow, etc... It will provide QC managers as well as company leaders in the industry of customer success to get an insight of how their agents are performing and the ability to provide valuable evaluations with feedback input and analytics.

Github Repo: https://github.com/c-semaan/qasolution/tree/main/qasolution (Work in progress)

❖ COURSES/CERTIFICATES

Software Development Processes & Methodologies, University of Minnesota (Coursera)
June 2021 — August 2021

Foundations of Project Management, Google Carrer Certificates (Coursera)
March 2021 — June 2021

🎓 EDUCATION

B.S. in Information Technology and Computing, Arab Open University, Beirut
September 2015 — August 2019

Graduated with second degree honors and a GPA of 3.67

Developed an iOS Mobile Application for my graduation project.

Masters in Software Engineering, Ural Federal University, Yekaterinburg
September 2019 — September 2022

Graduation date in Q4 2022. Studying Remotely so relocation is not an issue.

📢 REFERENCES

Mohamed Misbah (Coordinator) from Teamwhale
m.misbah@teamwhale.com · +79657657735