

Nabil Kais

Computer Science Graduate

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Summary

A dedicated and creative recent computer science graduate with an overall of 6+ years of experience in the web development, administration, sales, and tourism industries. Responsible for the effective and successful management of different prototype designs and online projects. Effective leader who performs well in a collaborative environment with coworkers. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Senior Front Office Representative – 05/2022 to 06/2024

Deir al Oumara Hotel, Lebanon

- Provide exceptional customer service, ensuring a friendly and professional environment while handling hotel and restaurant reservations.
- Utilize excellent phone etiquette to answer, forward, and screen calls effectively, ensuring clear and helpful communication.
- Coordinate with the Sales Director to identify and seize opportunities for selling packages, contributing to sales goals.
- Greet clients and visitors warmly, creating a positive first impression and assisting with their needs.
- Schedule appointments with the Sales Director, managing calendars efficiently to optimize time and resources.
- Worked and collaborated with the other coworkers and ensured an environment conducive for personal growth.
- Participated in weekly team meetings, received feedback, and provided recommendations on areas of improvement.

Sales Executive in Electronics – 01/2020 to 04/2022

Ishop Barouk, Lebanon

- Assisted customers with their questions, concerns, and purchases, ensuring a positive and helpful shopping experience.
- Developed and maintained positive relationships with both associates and customers, fostering a welcoming environment.
- Served as a customer service and sales representative in the electronics department, providing expert advice and assistance.
- Acted as a cashier, efficiently handling transactions and performing various customer service-related tasks.
- Interacted and listened to the customers to cater their demands and needs and resolve any complaints at real-time to provide customer satisfaction.
- Ensured that all company merchandising standards were followed and accurately executed, while assisting in the merchandise display.

Tour Guide & Assistant Manager – 06/2017 to 09/2019

Kfarhim Grotto, Lebanon

- Provided visitors with detailed and informative explanations about the "Grotto," enhancing their tour experience.
- Acted as a cashier, handling transactions efficiently and accurately.
- Performed various customer service-related tasks, ensuring a high level of visitor satisfaction and support.

Internships

Front End Developer – 06/2023 to 08/2023

Salem Group Hamra, Lebanon

- Collaborated closely with designers and back-end developers to seamlessly implement user interfaces, ensuring a cohesive and engaging user experience.
- Participated in code reviews, providing constructive feedback and contributing to team discussions on best practices for maintaining code quality and performance.
- Created physical and prototype designs and functions for websites. Registered official online projects or frontend with search engines for optimized website traffic.
- Created visually appealing website design from scratch while also meeting technical standards for speed and functionality.
- Wrote, designed and tested efficient code by using the software development practices.

Education

Bachelor's Degree in Computer Science– 2023

Rafik Hariri Canadian University (ABET Accredited), Lebanon

Community Service

Civil Defense Volunteer – 09/2023 to Present

- Firefighting, Medic and Rescue

Skills & Expertise

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| • Leadership & Team Management | • C++ |
| • Communication & Negotiations | • React JS |
| • Problem Solving | • Java |
| • Strategic Planning | • PHP |
| • Adaptability | • Python |
| • Customer Service | • HTML |
| • Planning & Organization | • CSS |
| • Data Analysis | • C# |
| • Time Management | • C |
| • Decision Making | • Libraries (VS code, NetBeans, Visual studio, GitHub) |
| • Microsoft Office | |

Languages

Arabic: Native | **English:** Fluent