PERSONAL INFORMATION Ali Shaheen

Syria, Damascus, Judaidat Artouz

00963993991270

Ali_1999_shaheen@yahoo.com

WhatsApp: 00963993991270

Sex male | Date of birth 11/01/1999 | Nationality Syrian

WORK EXPERIENCE

(February 2019 - NOW)   **Syriatel mobile telecom**
Damascus – Syria

Contact Center Representative

▪ Managed inbound and outbound calls to assist customers with inquiries, complaints, and service requests.

▪ Handled customer communications across multiple channels, including email, live chat, and social media.

▪ Promoted company services and products through tailored marketing efforts, upselling, and cross-selling initiatives.

▪ Resolved issues efficiently while maintaining high levels of customer satisfaction

Department: **MIS – Billing Section**

- **Billing System Management:** Oversaw and maintained the company's billing system, ensuring accuracy and efficiency in billing operations.

- **Database Administration:** Managed, optimized, and maintained databases using **SQL** and **PL/SQL** to support billing operations.

- **User Management:** Controlled and administered user access to the billing system, ensuring proper authorization and security compliance.

- **Rating & Pricing:** Configured and managed service rating and pricing strategies to align with company policies and market trends.

- **Data Management:** Handled customer and user data within the billing system, ensuring integrity, consistency, and security.

- **System Monitoring:** Monitored and troubleshot system jobs and automated processes related to billing and revenue management.

- **Reporting & Analysis:** Generated reports and performed data analysis to support decision-making and optimize billing operations.

- **Issue Resolution:** Investigated and resolved billing discrepancies, working closely with technical and customer support teams.

- **Process Optimization:** Identified and implemented improvements to enhance billing efficiency and reduce operational risks.

(APRIL 2024 - NOW)   **Freelance IT Specialist & Developer**

- Developed web applications and mobile apps tailored to client needs, including front-end and back-end solutions.

- Created custom Telegram bots for automation, customer engagement, and task management.

- Delivered IT security solutions, conducting risk assessments, and implementing protective measures for systems and data.

- Provided software development services, including bug fixes, feature updates, and new builds across various platforms.

- Collaborated with clients to design and deploy user-friendly interfaces and functional web solutions.

- Designed and implemented AI-driven solutions, including machine learning models, voice analysis systems, and image recognition tools for enhanced automation and data insights.

(January 2018 – February 2019)   **Blue Tour Hotel**

Cashier & Accountant

- Managed daily cash transactions, processed payments, and handled guest billing with accuracy and efficiency.
- Maintained financial records, including invoices, receipts, and balance sheets, ensuring compliance with accounting standards.
- Reconciled accounts and prepared financial reports for management to support budgeting and forecasting.
- Assisted in payroll processing and monitored expenses to ensure cost-effective operations.
- ☐ Provided exceptional customer service by addressing guest inquiries related to billing and financial matters.

EDUCATION AND TRAINING

Artificial Intelligence Engineering
Arab international university – informatics engineering (still studying).

PERSONAL SKILLS

Mother tongue   Arabic

Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2

| **Communication skills** | ▪ Effective communication Techniques gained through my experience as contact centre rep and accountant by permanently engaging teams and communicating with beneficiaries. |
| | ▪ training courses to enhance communication skills. |

Organizational/managerial skills	▪ leadership (currently leading a project from multiple teams without direct authority over them).
	▪ time management (managing the team's deadlines and setting priorities in the interest of the goals).
	▪ Motivational skills (periodic meetings and workshops with specialized teams to sharpen and develop their ideas through motivational questions and inquiries).
	▪ strong ability to develop innovative solutions, efficiently identify and resolve bugs, and continuously enhance ideas while staying updated with the latest trends in technology and lifestyle changes.

| **Computer skills** | ▪ good command of Microsoft Office™ tools |

Programming skills	▪ **Languages:** Proficient in C++, C#, Python, Prolog, HTML, CSS, PHP, SQL, MySQL, PL/SQL, Java, and JavaScript, DART.
	▪ **Web Development:** Full-stack development expertise, skilled in both frontend (HTML, CSS, JavaScript) and backend (PHP, SQL, Python) technologies. Strong command of frameworks and libraries for building responsive, user-friendly, and efficient web applications.
	▪ **Artificial Intelligence (AI):** Extensive experience in AI development using Python, employing libraries such as TensorFlow, Keras, and scikit-learn to build machine learning models. Capable of designing innovative, out-of-the-box solutions for complex AI challenges.
	▪ **Mobile Application Development:** Experienced in developing cross-platform mobile applications, optimizing performance, and ensuring seamless user experiences.
	▪ **Database Management:** High-level expertise in designing, managing, and optimizing databases. Proficient in procedural queries (SQL, PL/SQL) and building robust web applications that communicate effectively with databases.
	▪ **Telegram Bot Development:** Professional expertise in developing advanced Telegram bots with complex functionalities, including user interaction, data retrieval, and API integration.

Web Application Tool for Call Center Automation

Developed a web application tool designed to assist call center employees in automatically identifying problem causes and solutions. Leveraged artificial intelligence, regular expressions, and fuzzy matching techniques to enhance problem detection accuracy. The application integrates with company apps, allowing employees to input a phone number, describe the problem, and provide additional information. It automatically checks for potential issues and retrieves necessary data from the web application. Technologies used include HTML, CSS, JavaScript, SQL, PL/SQL, and Python.

Telegram Chatbot for User Matching

Developed a Telegram chatbot that facilitates connections between users for chatting and meeting. The bot employs algorithms to match users based on their preferences and interests, enhancing social interactions. Implemented using Python, the chatbot provides a seamless user experience and supports real-time communication.

Syriatel Website Chatbot

Developed an interactive chatbot for the Syriate website that enables customers to engage in free-form conversations, akin to ChatGPT. The chatbot assists users by providing information and answering questions on various topics, enhancing customer support and engagement. The implementation focuses on creating a natural dialogue experience, making it easy for users to find the help they need.

Telegram Bot for File Requests

Developed a Telegram bot that allows users to request a wide range of files, including movies, series, songs, games, and apps. The bot efficiently delivers requested files immediately, providing a fast and free service that functions as an extensive file dictionary. This project enhances user accessibility to various digital content, ensuring a seamless and convenient experience.

Python Program for DJ SMS Integration

Developed a Python program that interfaces with the DJ SMS web app to simulate contact center employees handling SMS message tasks. The program is designed to understand Arabic language variations and accents, allowing it to effectively reply to messages and execute system procedures without directly accessing the main database. This solution enables the simulation of multiple employees within a single application, enhancing operational efficiency and response capabilities in a contact center environment.

Virtual Assistant Telegram Bot for Syriatel

Developed a Telegram bot to serve as a virtual assistant for Syriatel customers. The bot engages with users to provide information and assist with procedures, including activating bundles and sharing service details, mimicking the functions of customer service representatives. It registers tickets and captures customer locations to streamline support processes, ultimately reducing the reliance on human staff and services. The implementation includes coding practices to safeguard sensitive data from being accessed by Telegram.

Social Media Management Python Program

Developed a comprehensive Python program for managing Instagram, Facebook, and other social media pages. The program automates tasks such as sharing reels, responding to customer inquiries in their preferred languages, commenting on posts, and liking content. It is designed to emulate real user behavior to enhance engagement and reach while minimizing the risk of bans

by effectively avoiding detection by Meta algorithms.

Telegram Bot for Product Ordering from UAE Amazon

Developed a Telegram bot that enables users in Syria to order products from UAE Amazon websites, addressing the challenges posed by the ban on Amazon services in the region. Users can easily place orders by sending product links, and the bot scrapes relevant data such as price, color, size, and transportation costs based on admin requirements. The bot supports various payment methods, including Syriatel Cash, and can seamlessly access the Syriatel Cash app to verify transaction details, approving or declining orders without direct access to the app. This project was executed in collaboration with a business organization.

PC Game Development: La Casa de Papel

Developed a PC game inspired by the "La Casa de Papel" series using Unreal Engine, integrating programming languages such as Python, C#, and C++. The project included 3D design elements created in Blender, featuring realistic simulations of characters' faces and clothing. Additionally, the game encompassed a detailed design of the Royal Mint of Spain, enhancing the immersive experience for players.

Social Engineering Hacking Tool Development

Developed a hacking tool for social engineering purposes, designed to capture data from individuals through the use of fake web pages. The tool employed BeEF (Browser Exploitation Framework) XSS techniques and various debugging tools within the Kali Linux environment. This project focused on enhancing understanding of security vulnerabilities and the implications of social engineering attacks.

DDoS Attack Simulation Project

Developed a small Python project to simulate Distributed Denial of Service (DDoS) attacks for system testing purposes. This project aimed to assess the resilience and response of systems under heavy load, helping to identify vulnerabilities and improve security measures against potential DDoS threats.

Call Evaluation Python Application

Developed a Python application that analyzes recorded calls between employees and customers to facilitate automatic evaluation. The app marks the calls and provides comments on potential improvements to service quality, as well as identifying mistakes made during the interactions. This tool aims to enhance customer service performance and ensure continuous improvement in communication strategies.

AI Application for Economic Analysis and Strategy Development and planning

Developed an artificial intelligence application that aggregates data from multiple internal and external sources to analyze economic lifestyles both within Syria and globally. This high-level tool generates insights and recommendations on how to enhance revenue and minimize losses. It also provides forecasts regarding potential future impacts on company decisions, helping to shape strategic operations and optimize overall performance.

Telegram Bot for Military Operations Management

Developed a Telegram bot to facilitate military operations management by handling security-related complaints and issues from civilians.

Automated complaint logging, categorization, and tracking to improve response efficiency.
Integrated with a secure database for real-time monitoring and reporting.
Implemented user authentication and role-based access to ensure data security.

Enhanced operational awareness by providing structured reports for decision-making.

Used **Python, Telegram Bot API, SQL**, and **secure encryption protocols**.