Moaaz Akram

Senior Customer Support Specialist

Moaaz Akram
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Professional Summary

Customer Support Specialist and Computer Science graduate with 9 years of combined experience across customer support, data analysis, and technical roles. Skilled at simplifying technical concepts, improving support processes, and delivering great customer experiences. Curious, creative, and passionate about user experience and innovation. Looking for remote roles where I can grow and make a difference.

Skills

- **Customer Support**: Ticket Resolution, Communication, Conflict Management
- **Technical**: SQL, Microsoft Office, Java, REST APIs, Agile Methodologies
- **Tools**: CRM Systems, Intercom, FlutterFlow, Salesforce Quip, Project Management Tools
- **Soft Skills**: Problem-Solving, Adaptability, Leadership, Multi-tasking
- **Languages**: Arabic (Native), English (Proficient)

Professional Experience

Preply / Customer Support Specialist
FEBRUARY 2025–PRESENT

Enhancing learning experiences through responsive communication. Supporting learners with empathy and clarity.

DEPI / AI & Data Science Intern
OCTOBER 2024–MAY 2025

Completed a hands-on internship in AI, ML, and data science, gaining practical experience across four industry-led tracks.

Amazon / Account Department Specialist
OCTOBER 2023–APRIL 2025

I was first hand-picked for the launch of the Australian marketplace. Resolved 290+ account issues monthly with 97% satisfaction. Reduced resolution time by 25%. Cross-team collaboration to improve service delivery.

Amazon / Customer Service Representative

MAY 2022–OCTOBER 2023

Managed customer orders and resolved issues to ensure high satisfaction across multiple marketplaces, including EMEA and Australia.

Asmrica / Business Development Intern

NOVEMBER 2024–DECEMBER 2024

Supported market research, sales analysis, and outreach.

Fawry / Software Engineer Intern

MAY 2024–SEPTEMBER 2024

Worked on Java apps, REST APIs, and optimized databases.

VOIS / Technical Support Specialist

MAY 2024–AUGUST 2024

Handled UK-based tech support and telecom sales inquiries.

Teleperformance / Technical Support Specialist

JANUARY 2023–APRIL 2023

Provided tech and sales support for TV services.

Security Meter Academy / Network Penetration Testing Trainee

JULY 2022–AUGUST 2022

Identified and resolved security vulnerabilities, improving network security by 40%.

Appen / Data Analyst

FEBRUARY 2019–JULY 2020

Labeled datasets for ML/AI, including text classification, image tagging, voice-to-text.

Light Up / Technical Team Lead

MARCH 2020–JUNE 2020

Led four teams in developing five educational websites.

BDO Esnad / Outbound Telemarketer

AUGUST 2019–NOVEMBER 2019

Specialized in booking hotel accommodations for USA expo attendees, generating leads and driving successful reservations.

Dr. Akram Alhajj Pharmacy, family-owned / Pharmacy Manager

FEBRUARY 2015–SEPTEMBER 2018

Education

Future University in Egypt / B.Sc. in Computer Science (Dual Degree with University of Cincinnati)
SEPTEMBER 2018–SEPTEMBER 2023

Majored in Digital Media Technology.

Student Union Member.

Projects

- RFID Tracking System — Reduced school check-in time by 40% with Firebase integration.
- Shipping & Tracking GUI — Built with Java; improved tracking accuracy and user satisfaction.
- Library Website — Developed with Laravel and PHP; improved catalog efficiency by 50%.
- Mobile App Prototype — UX-focused design through extensive testing and feedback.

Certifications & Honors

- **Google Project Management: Professional Certificate**
- **Data Scientist Certification** – IBM / Digital Egypt Pioneers
- **Google IT Support Certification**
- **CS50: Introduction to Computer Science** – Harvard University
- **Customer Service Certification Series** – LinkedIn Learning
  (Foundations, Rapport, Problem Solving, De-escalation, Call Control)
- **Gamification** – University of Pennsylvania
- **Microsoft Office Specialist** – Excel, Word, Outlook
- **EF SET English Certificate (C2 Proficient)**

Leadership & Activities

- Led tech events and community outreach as DSC Lead at Google Developers Group.
- Managed a game dev team and delivered talks on the gaming industry.
- Created tech content and co-organized IEEE events like IEEExtreme.
- Supported HR operations and team management at MESE Egypt.
- Produced visual art and animation as part of the university's artistic team.
- Organized donation drives for underserved communities through campus initiatives.