

Stefan Chaanine

Customer Support Specialist | International Teams

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Novi Sad, Serbia · Open to relocation to Greece

QUICK PROFILE

Nationality: Greek (EU Citizen)
Age: 45, single
Relocation: Ready & available
Availability: Immediate

PROFESSIONAL PROFILE

Greek national (EU citizen) and bilingual French/English professional (C2) with over 15 years of experience in technical support and customer service. Having worked fully remotely for Apple's French Siri team, I bring proven autonomy and discipline in remote work environments. My hands-on background in home network troubleshooting (Wi-Fi, modems, routers), account management and conflict resolution makes me immediately effective in international customer support roles. Ready and motivated to relocate to Greece.

SKILLS & LANGUAGES

Key Skills

- Customer support Level 1 (voice, chat, email)
- Technical troubleshooting (Internet, mobile, TV, Wi-Fi)
- Account & billing management
- First Contact Resolution (FCR) focus
- Software & hardware diagnostics (PC/Mac/iOS/Android)
- Home network setup (Wi-Fi, TCP/IP, routers/modems)
- De-escalation & empathetic communication

Languages & Systems

- French: Bilingual (C2 / native)
- English: Bilingual (C2)
- Classical Arabic: Read, written, spoken fluently
- Lebanese: Mother tongue

Systems

- Windows, macOS, Linux, iOS, Android
- Remote & autonomous work environments

PROFESSIONAL EXPERIENCE

Transcriber & AI / Machine Learning Specialist — French Siri Team

Apple EU HQ · Cork, Ireland · 2019 – 2020 · Fully remote

- Reviewed and corrected French Siri voice assistant responses to ensure accuracy and relevance.
- Flagged malicious and non-compliant requests following Apple's security protocols.
- Performed geo-tagging of data and collaborated with machine learning teams.
- Worked with complete autonomy in a 100% remote environment — directly applicable to remote customer support roles.

Sales Advisor & Apple Technical Support — iStyle Computers L.L.C

Apple Authorized Reseller · Dubai (2015–2018) & Beirut (2018–2019)

- Provided technical assistance and personalized advice on Apple products (Mac, iPhone, iPad, services).
- Diagnosed and resolved software and hardware issues in person and remotely.
- Managed customer accounts, receipts and stock (max individual monthly turnover: \$150K).
- Ran commercial campaigns (Back to School, Black Friday) and built customer loyalty via Apple Care.
- Guided customers through device setup and onboarding.

Junior IT Support Technician — Unilog Lebanon

Beirut, Lebanon · 2010 – 2015

- Technical support and user assistance for Regie Lebanon.
- On-site diagnosis and resolution of hardware and software failures.
- Ensured continuity of IT operations throughout the Unilog mission.

Independent IT Technician (Freelance)

Beirut, Lebanon · 2003 – 2009

- Installed and configured home Wi-Fi and wired networks for individuals and businesses.
- Troubleshoot, maintained and repaired PCs and Macs (data backup & restore).

- Built websites and forums for individual clients.

EDUCATION

Baccalaureate · Louis Massignon French High School — Abu Dhabi, UAE · 1998

WHY I'M A STRONG FIT

As a Greek national (EU citizen), I meet the work permit requirements without any visa complexity. My multilingual profile (French C2, English C2, Arabic), combined with real-world remote support experience at Apple and 15+ years in tech troubleshooting, makes me ready to contribute from day one. I am genuinely excited about relocating to Greece — returning closer to my roots while joining a dynamic international team.