

Stefan Chaanine

Customer Support Specialist | Multilingual | Remote-Ready
+381 65 314 7289 · steve.chaanine@gmail.com · Novi Sad, Serbia
EU Citizen (Greek passport) · No sponsorship required

PROFESSIONAL PROFILE

Bilingual French/English professional (C2) with 15+ years in technical support, customer service, and sales. Proven remote experience with Apple's French Siri team and high-value account management in Apple retail. Expertise in hardware/software troubleshooting across all major platforms, with a calm, solution-focused approach to de-escalation and first-contact resolution. EU citizen, available immediately.

CORE SKILLS & LANGUAGES

Technical Skills

- Customer Support L1 (voice, chat, email)
- Hardware & software diagnostics (PC/Mac/iOS/Android)
- Home network setup (Wi-Fi, TCP/IP, routers/modems)
- First Contact Resolution (FCR) focus
- De-escalation & empathetic communication
- Windows, macOS, Linux, iOS, Android

Languages

- French: Bilingual C2 (written & spoken)
- Lebanese Arabic: Mother tongue (spoken)
- English: Bilingual C2 (written & spoken)
- Classical Arabic: Fluent (spoken)

PROFESSIONAL EXPERIENCE

Independent Technical Project Lead | *XeroLinux Open-Source Project* 2020 – Present

- Sole maintainer of an international Linux distribution; handled all support, documentation, release comms, and community moderation.
- Operated fully remotely with complete autonomy across all time zones.

Transcriber & AI/ML Specialist | French Siri Team | *Apple EU HQ · Cork, Ireland* 2019 – 2020

- Reviewed and corrected French Siri responses for accuracy; flagged non-compliant content per Apple security protocols.
- Performed geo-tagging and collaborated directly with machine learning teams.

Sales Advisor & Apple Technical Support | *iStyle Computers | Dubai & Beirut* 2015 – 2019

- Advised customers on Apple hardware and services; diagnosed and resolved software and hardware issues on the spot.
- Managed individual monthly account turnover up to \$150K; led Back to School and Black Friday campaigns.

Junior IT Support Technician | *Unilog Lebanon | Beirut* 2010 – 2015

- On-site technical support and hardware/software troubleshooting for Regie Lebanon, ensuring operational continuity.

Freelance IT Technician | *Independent | Beirut* 2003 – 2009

- Installed and configured home networks; maintained and repaired PCs and Macs for individuals and small businesses.

EDUCATION

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