

Stefan Chaanine

IT & Technical Support Specialist — Apple Systems & Linux Administration

Email: steve.chaanine@gmail.com | Phone: +30 694 577 4145 | Location: Thessaloniki, Greece
EU Citizen (Greek passport) | Work Authorization: EU

PROFESSIONAL SUMMARY

IT and technical support specialist with 15+ years across Apple systems, enterprise IT, and open-source infrastructure. Hands-on with macOS, Windows, Linux, iOS, and Android: hardware diagnostics, software troubleshooting, systems administration, and technical documentation. Sole maintainer of an international Linux distribution since 2020, running release management, packaging, and infrastructure end to end. Multilingual (English C2, French C1, Arabic native). EU citizen based in Thessaloniki, targeting IT support, technical support, or systems administration roles.

EXPERIENCE

Independent Technical Project Lead

2020 – Present

XeroLinux (Open Source) — Remote

- Sole maintainer of an international Linux distribution: packaging, release management, and system-level troubleshooting across a global user base
- Built and run community infrastructure (wiki, Discord) and full technical documentation; delivered remote technical support across all time zones with full autonomy

Transcriber and AI/ML Data Specialist, French Siri Team

2019 – 2020

Apple EU HQ — Cork, Ireland

- Reviewed and quality-assured French-language Siri NLP responses for accuracy and policy compliance; flagged content violations per Apple security and data protocols
- Performed geo-tagging and cross-functional QA work with machine learning engineering teams in a remote-first data operations environment

Apple Hardware & Software Technical Support

2015 – 2019

iStyle Computers — Dubai and Beirut

- Diagnosed and resolved hardware, software, and peripheral issues for Apple products (iOS, macOS) in a high-volume retail environment
- Managed individual monthly sales turnover up to \$150K during high-volume retail periods (Back to School, Black Friday)

Junior IT Support Technician

2010 – 2015

Unilog Lebanon — Beirut

- On-site IT support and hardware/software troubleshooting for enterprise client Regie Lebanon; maintained operational continuity across Windows and mixed-OS environments

Freelance IT Technician

2003 – 2009

Independent — Beirut

- PC and Mac hardware repair, software diagnostics, and technical maintenance for individual and SMB clients

SKILLS

- IT & Technical Support (Hardware/Software Diagnostics)
- Linux / macOS / Windows Administration
- Systems Diagnostics & Troubleshooting
- IT Ticketing & Case Management
- Remote & On-site Support
- iOS / Android
- Release Management & Technical Documentation

LANGUAGES

- English — C2 (Bilingual)
- French — C1
- Arabic — Mother tongue

EDUCATION

Baccalaureate

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