

STEFAN CHAANINE

// CUSTOMER SUPPORT SPECIALIST

+381 65 314 7289

steve.chaanine@gmail.com

Novi Sad, Serbia

EU Citizen (Greek passport)

Work authorization: EU

Remote-ready

PROFILE

Multilingual customer support specialist and technical support professional (French / English C2) with 15+ years of experience in L1 and L2 technical support, customer success, and hardware and software troubleshooting across macOS, Windows, Linux, iOS, and Android. Proven first-contact resolution (FCR) and de-escalation track record in high-volume remote and on-site support environments. Former Apple contractor with cross-functional collaboration experience in AI/ML data operations. EU citizen. Immediately available for remote or Greece-based customer support, technical support, or customer success roles.

EXPERIENCE

Independent Technical Project Lead

2020 – Present

XeroLinux Open-Source Project · Remote

- Sole maintainer of an international open-source Linux distribution; delivered end-to-end technical support, user troubleshooting, documentation, release management, and community moderation across a global user base.
- Provided fully remote technical support and customer service across all time zones with full autonomy, demonstrating self-directed project management and remote collaboration skills.

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 quality protocols.
- Performed geo-tagging and cross-functional collaboration with machine learning engineering teams in a high-precision, remote-first data operations environment.

Sales Advisor and Apple Technical Support Specialist

2015 – 2019

iStyle Computers · Dubai and Beirut

- Delivered L1 hardware and software technical support for Apple products; resolved customer issues on first contact across iOS, macOS, and peripheral devices, maintaining high customer satisfaction scores.
- Managed individual monthly account turnover up to \$150K; led Back to School and Black Friday campaigns, consistently exceeding sales and customer satisfaction targets.

Junior IT Support Technician

2010 – 2015

Unilog Lebanon · Beirut

- On-site L1/L2 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

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

ABOUT

LANGUAGES

English

Bilingual C2

French

Bilingual C2

Lebanese Arabic

Mother tongue

Classical Arabic

Fluent

CORE SKILLS

- L1 / L2 Technical Support
- Customer Success
- First-Contact Resolution (FCR)
- Hardware and Software Diagnostics
- De-escalation
- Remote Support
- macOS / Windows / Linux
- iOS / Android

EDUCATION

Baccalaureate

Louis Massignon French High School
Abu Dhabi, UAE · 1998