

STEFAN CHAANINE



// CUSTOMER SERVICE PROFESSIONAL | APPLE RETAIL & IT SUPPORT

+381 65 314 7289

steve.chaanine@gmail.com

Novi Sad, Serbia

EU Citizen (Greek passport)

Work authorization: EU

Remote-ready

PROFILE

Multilingual customer-facing professional (French B2 / English C2) with 15+ years of experience spanning in-store sales, after-sales support, customer assistance, and on-site IT support across Apple retail, enterprise environments, and open-source community management. Comfortable with macOS, Windows, Linux, iOS, and Android. Calm, solution-focused approach to de-escalation and customer satisfaction. Former Apple contractor with experience in AI/ML data operations. EU citizen. Immediately available for remote or Greece-based customer 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 After-Sales Support

2015 - 2019

iStyle Computers · Dubai and Beirut

- Provided in-store customer assistance and after-sales support for Apple products across iOS, macOS, and peripheral devices; guided customers through product issues and ensured satisfaction at point of contact.
- 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 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

B2 | Conversational

Lebanese Arabic

Mother tongue

CORE SKILLS

- 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