CHAKIB EL BASSAM

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🌐 Languages

Arabic — (Native) **English** — (Native)

French — (Full Professional)

Spanish — (Basic)

🎓 EDUCATION

BSc, Artificial Intelligence and Machine Learning
University of Limerick
2024 – 2028
(in progress)

Leaving Certificate
Ardscoil Na Mara
2022 – 2024 | Waterford

📋 CERTIFICATIONS

CS50x, Harvard University (Introduction to Computer Science)

Fire Safety Awareness

Food Allergen Awareness

Infection Control Awareness

Dealing with Difficult Customers

Hospitality Manual Handling

Serving Alcohol Sensibly

👤 PROFILE

Reliable, customer-focused AI and Machine Learning student who combines hospitality experience with practical tech skills. Proven in high-volume service and clear communication, and able to build simple, effective tools that solve real problems (websites, small automations, NFC systems). Fast to learn, detail-minded, and comfortable taking ownership from brief to delivery. Looking to add value in hospitality, retail, call centers, tech support, or office teams.

💼 WORK EXPERIENCE

Food and Beverage Assistant
Dooley's Hotel
27/05/2025 – 02/09/2025 | Waterford

- Delivered friendly, efficient bar and dining service in a high-volume environment, including tour groups and events.
- Operated POS and handled payments; kept areas clean and followed opening and closing checklists.
- Assisted with porterage and coordinated with kitchen and floor teams during peak hours.
- Managed and rotated stock.

Conference and Banqueting Assistant
Limerick Strand Hotel
09/2024 – 05/2025 | Limerick

- Prepared rooms for weddings, conferences, and corporate events to precise standards.
- Worked with kitchen, floor, and events teams to meet timelines and guest expectations.
- Maintained hygiene, safety, and presentation; handled ad hoc guest requests.

Food and Beverage Assistant
Dooley's Hotel
06/2024 – 09/2024 | Waterford

- Delivered friendly, efficient bar and dining service in a high-volume environment, including tour groups and events.
- Operated POS and handled payments; kept areas clean and followed opening and closing checklists.
- Assisted with porterage and coordinated with kitchen and floor teams during peak hours.

Staff Member and Part-time Software Developer
Strand Leisure / Funfair Casino
07/2022 – Present | Tramore

- Maintained arcade operations, prize inventory, and customer support during busy seasonal periods.
- Built a custom NFC-based points tracking kiosk using Python and Raspberry Pi; added a simple staff lookup portal.

🧠 CORE SKILLS

Hospitality and Customer
- Customer service in high-volume settings
- POS and cash handling
- Conflict de-escalation and professionalism
- Events setup, hygiene and safety, teamwork

Retail and Call Center
- Phone and email etiquette
- Active listening and clear communication
- Time management, working to targets, upselling
- Basic CRM and ticket handling

Technical and Digital
- **Programming & Automation** – Python (scripts, APIs, data handling), FastAPI, Flask; able to quickly build prototypes and workflow automations.
- **Web & Frontend** – HTML, CSS, JavaScript (basic); comfortable creating landing pages, dashboards, and lightweight tools.
- **AI & Computer Vision** – MediaPipe 3D keypoints, pose recognition, and ML model training for motion analysis and feedback systems.
- **Embedded Systems & IoT** – ESP32-CAM, Arduino, Raspberry Pi; experienced with NFC integrations, sensors, and hardware/software debugging.
- **Data & Analytics** – SQL (basic querying, data structuring), analytics setup, SEO optimization; turning raw data into actionable insights.
- **Tools & Platforms** – Git (version control), 3D printing workflows, CAD basics, AI coding assistants; adaptable to new tools quickly.

Strengths
- **Calm and reliable under pressure** – experienced in high-volume service and event environments.
- **Fast learner** – picks up new tools, workflows, and technical concepts quickly.
- **Practical problem solver** – able to design low-cost, effective solutions to real challenges.
- **Proactive and resourceful** – takes initiative to improve systems without waiting for instructions.
- **Multilingual communicator** – fluent in Arabic, English, and French (plus Spanish at basic level) for working with diverse teams and customers.
- **Technical versatility** – comfortable bridging software, hardware, and customer-facing systems.
- **Team oriented** – strong collaborator with hospitality, event, and tech teams to deliver results.
- **Business minded** – focuses on solutions that improve efficiency, save costs, and add value.
- **Adaptable** – thrives in both service-based roles and technical projects, switching between them easily.
- **Customer focused** – skilled at handling queries, building trust, and ensuring satisfaction.

- Created a promotional website and set up analytics and basic SEO.

Online Seller
Facebook Marketplace
05/2021 – 09/2021 | Remote
- Managed product listings, customer communication, deliveries, and returns.
- Built negotiation skills and small-scale logistics experience.

📁 PROJECT HIGHLIGHTS

MotionTuned
(in progress)
- Developed an **AI coaching tool for martial arts** that analyzes technique from regular phone video using MediaPipe keypoints and a trained machine learning model.
- Provides **per-strike feedback across punches, kicks, and defensive moves**, replicating the guidance of a human coach through a lightweight API.

Casino NFC Points System
- Designed and implemented a **real-time NFC card-scanning system** that let players instantly view their points and live leaderboard standings on a dedicated display.
- Integrated an **NFC reader with the venue's server and a public monitor**, using Python and SQL to pull and present up-to-date player data.
- Eliminated constant "points check" requests, **reducing staff workload**, improving **transparency for players**, and **cutting reliance on costly vendor solutions**.
- Delivered a solution that was **low-cost, reliable, and easy for staff to operate**, showing strong ability to combine technical know-how with real business impact.

ESP32-CAM Wireless RC Car
Live video streaming rover with Python control and tuned servo steering. Recognized by peers and instructors for reliability and execution.

3D-Printed Humanoid Robot
(prototype)
- 21 degrees of freedom humanoind robot in building stage for my own personal project.
- Uses renforcement learning to learn how to walk and function.
- Uses 24 servos/stepper motors

Caura
(CS50 final project)
Simple movie and TV recommendation website using multiple languages and clean UX.