

Ain El Roumanneh – Beirut, Lebanon

Tel: 961 70 310013

E-mail: georgesalhaddad95@hotmail.com

www.linkedin.com/in/georges-al-haddad-021167ba

Marital Status: Single

Date of Birth: September 16th, 1995

Georges E. Al Haddad

OBJECTIVE

I am seeking a challenging position within a reputable organization that gives me the opportunity to utilize my skills and abilities in the Information Technology field.

WORK EXPERIENCE

October 15th 2018 – Present:

OMT s.a.l – Junior Application Support Officer

- Support Sales, CRM, Operations, Finance and Human Resources Departments on best practices for various systems and applications used
- QA testing on web-based applications
- Handling existing tickets on JIRA related to some epics and stories on OMT applications and services
- Developing test cases based upon system specifications or improvement tickets
- Developed stronger verbal and written communication skills
- Team player and can work with minimal supervision

January 11th, 2014 – October 13th, 2018:

OMT Agent – Lead Teller

- Developed customer rapport and processed cash and credit payments rapidly and accurately.
- Processed money wiring transactions to both Domestic and International destinations (sending, receiving, bill payment, etc.)
- Referred unresolved customer grievances to designated departments for further investigation.

EDUCATION

2015 – 2018:	B.S in Management Information Systems (MIS) – Business Administration, La Sagesse University (ULS)
2012 – 2013:	Lebanese baccalaureate in General Science, Ecole Notre Dame Des Anges – Badaro

LANGUAGES AND SKILLS

English:	Fluent (written, read and spoken)
French:	Fluent
Arabic:	Native

Expert in using Microsoft Office Programs (Word, Excel, Access, Power Point).

Moderate knowledge in JIRA software, HTML, CSS, JAVASCRIPT, JQuery, MySQL, PHP, VB .NET.

EXTRACURRICULAR ACTIVITIES

Basketball and Martial Arts

Lebanese Scouts (former ACG groupe XIIIème Beyrouth)

REFERENCES

Available upon request