

Joseph Habchy

PERSONAL INFORMATION

- Date of birth: 27.5.1996
- Marital status: Single
- Address : Dekweneh, Lebanon
- Nationality: Lebanese
- Phone: +961 76 861866
- Email : joseph_habchy@hotmail.com

EDUCATION

October 2014- graduation due January 2020
Sagesse University. Faculty of business and finance
Bachelor Degree in auditing.

2011 – 2014
Al Akhtal Al Zaghir high school
Lebanese Baccalaureate in economic science .

COMPUTER SKILLS

Microsoft Office (Microsoft Word, PowerPoint, Excel, Salesforce CRM, Internet Research Competency)

WORK EXPERIENCE

July 2018– July 2019

Customer Support Manager at Meatel (LTE Project):

- Train Ogero's call center on LTE project and Axiros system.
- Keep track with the technical department regarding CPE installation.
- Inform the upper management about project issues and progress.
- Set employees' schedule.
- Manage large amount of incoming emails.
- Identify customers' needs and problems to achieve satisfaction.

November 2016– July 2018

Customer Support and Retention Officer at NYMGO:

- Manage large amount of incoming calls
- Generate sales leads

- Perform sales-back up duties
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Resolve product or service problems.
- Maintain financial accounts by processing customer adjustments.
- Take initiatives in customer satisfaction via process improvement plans and efficient reporting and flow of information.

January 2014- November 2016

Kitchen Supervisor at Lina's Cafe:

- Maintain a clean, organized and stocked environment
- Perform all POS duties, front and back of house functions including opening and closing procedures.
- Establish effective and positive communication amongst all team members.
- Assist store manager in maintaining proper coverage and team member schedules.
- Ensure all cash handling procedures are upheld.
- Assist store manager in planning and executing all sales promotions effectively and efficiently.

September 2012- March 2013

Manager at Crepe House

- Handle all financial accounts
- Maintain Customer care and solve Customer complaints.
- Distribute salaries monthly .

LANGUAGES

| LANGUAGE | READ | SPOKEN | WRITTEN |
|----------|-----------|-----------|-----------|
| Arabic | Excellent | Excellent | Excellent |
| English | Excellent | Excellent | Excellent |
| French | Excellent | Excellent | Excellent |

HOBBIES

Cinema, Music, Sports.

REFERENCES

Available upon request

