

CHRISTINE ANTOINE MOUAWAD



PERSONAL STATEMENT

An enthusiastic person, who enjoys being part of a successful and productive team, Quick to grasp new ideas and concepts, and to develop creative solutions to problems, possesses excellent interpersonal, communication and negotiation skills, the ability to influence decisions and to develop positive internal and external relationships. Finally, even under significant pressure, possesses a strong ability to perform effectively and meet deadlines.

CAREER OBJECTIVE

Having excelled in the academic pursuit of knowledge till now, I would like to put the same to practical effect. An insatiable urge to learn more makes me learn even on the job and seeking a career in “communication”.

PERSONAL INFORMATION

First Name	:	Christine
Middle Name	:	Antoine
Last Name	:	Mouawad
Date & Place of Birth	:	21 th of March 1992, Loueizeh-Baabda/Lebanon
Sex	:	Female
Marital Status	:	Single
Nationality	:	Lebanese
Address	:	Mouawad Building, 1 st floor, Loueizeh-Baabda/ Lebanon
Phone Number	:	961-70-110316
E-mail	:	mouawadchristine@gmail.com

EDUCATION

- 2015 – 2016 **Masters M2 – Information and Communication** – Antonine University – Baabda
- 2014 – 2015 **Masters M1 – Information and Communication** – Antonine University – Baabda
- 2011 – 2013 **License in Journalism** – Antonine University – Baabda
- 2009 - 2010 **Lebanese Baccalaureate II** – Collège Elysée (Hazmieh) – Sociology & Economics (official)

PROFESSIONAL EXPERIENCE

- **Fraud Analyst** – Alfa Telecommunications, Dekweneh,
(Jan 2018 – To Present)
 - Reports on Fraudulent cases by identifying weaknesses, leakages with a proper action proposal.
 - Follows up daily on raised issues with different department till closure.
 - Assists with other teams in fraudulent complaints/incidents.
 - Understand the customer/fraud behavior by analyzing/investigating multiple Revenue Stream to identify fraudulent cases and stop them.
- **Customer Service Representative** – Alfa Telecommunications, Furn el Chebbak
(May 2016 – Jan 2018)
 - Determines requirements by working with customers.
 - Answers inquiries by clarifying desired information; researching, locating, providing information and forwarding requests.
 - Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- **Researcher** - Firehorse films, Dekwene, Habib Center, 3rd Floor
(July 2014 – December 2015)
 - Carry out thorough research into all program ideas, including identifying suitable interviewees and locations; relevant background and illustrative footage and locations; visual materials, archive picture and sound footage; articles and features.
 - Knowing how to access and use all significant information and image sources, including libraries, archives, the internet, and other research documents.
 - Knowing how and when it is necessary to acquire the pertinent clearances and licenses, including copyrights, and have a thorough understanding of the laws pertaining to libel and contempt.
 - Preparing questions and proposals with the Producer/Director, and if possible, brief interviewees in advance.
 - Talking to the guests and taking approval from them via phone calls and emails.
 - Ensuring meeting the timing and duration requirements of each program or segment, and work to precise deadlines.
- **Training as a reporter in the newsroom** – OTV, Dekwene Lebanon
(2012 – 2013)
 - Assisted in live reporting and covering stories, translated English news to Arabic.

TRAININGS' CERTIFICATES

- **Oracle Database 12c: SQL and PL/SQL Fundamentals**, New Horizons Computer Learning Center.
- **MS Access / Intermediate Level**, Alfa Telecommunications – Furn el Chebbak (Instructor from New Horizons Computer Learning Center)
- **MS Access / Beginner Level**, Alfa Telecommunications – Furn el Chebbak (Instructor from New Horizons Computer Learning Center)
- **MS Excel / Intermediate Level**, Alfa Telecommunications – Furn el Chebbak (Instructor from New Horizons Computer Learning Center)
- **MS Excel / Beginner Level**, Alfa Telecommunications – Furn el Chebbak (Instructor from New Horizons Computer Learning Center)
- **COPS Training**, after being selected from the top 3 Best CSRs among the Mass Value Contact Center, Alfa Telecommunications – Furn el Chebbak
- **Customer Service Excellence**, Alfa Telecommunications – Furn el Chebbak
- **Telephone Skills**, Alfa Telecommunications – Furn el Chebbak
- **Communication Skills**, Alfa Telecommunications – Furn el Chebbak
- **Business Etiquette**, Alfa Telecommunications – Furn el Chebbak
- **Selling Techniques**, Alfa Telecommunications – Furn el Chebbak
- **Communication Skills**, Alfa Telecommunications – Furn el Chebbak
- **Customer Service Excellence**, Alfa Telecommunications – Furn el Chebbak
- **Telephone Skills**, Alfa Telecommunications – Furn el Chebbak

COMPUTER SKILLS

Microsoft Word, Microsoft Excel, MS Access, Microsoft PowerPoint, Internet Browsing, Managing Social Media Networks (Facebook, Twitter, Instagram, Youtube, LinkedIn...)

LANGUAGES

- Arabic, English and French: Excellent (Reading and writing)

REFERENCES

Available upon request