

# Wissam Ayass

Address: Jahlieh, Mount Lebanon

Date of Birth: April 19, 1993

Nationality: Lebanese

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## Education:

**Lebanese International University**  
*Bachelor in Computer and Communication Engineering*

Beirut, Lebanon | Oct 2015-Dec 2020

## Objectives:

Experienced, detail oriented, and highly organized individual seeking a challenging position, bringing exceptional ability to professionally, speedily, and accurately perform work while meeting your reputable institution's high quality delivery standards

## Work Experience:

**Citruss TV SAL (Offshore)**  
*Outbound Sales Agent / Full Time*

Beirut, Lebanon | July 2020- Present

- Answer the customer sales and customer care inquiries in a professional approach when needed
- Maximize the call to order rate
- Use sales skills to maximize revenue
- Provide quality customer service
- Drive the sales by providing VIP service level

**The Coffee room**  
*Team Leader / Full Time*

Beirut, Lebanon | 2017- 2020

- leads, monitors, and supervises a group of employees to achieve goals that contribute to the growth of the organization
- motivate and inspire their team by creating an environment that promotes positive communication
- encourages bonding of team members, and demonstrates flexibility

## ***Customer Service Representative***

- Observe and monitor all table service and back up waiting staff as required ensuring customers do not receive a poor experience
- Engage with customers and ensure they've had a good experience and to bring to line manager's attention if there is anything that needs to be resolved or improved.

## **Certificates:**

SE Factory's Foundation of Computer Science Course (Solid understanding of the foundational concepts of Computer Science using Python)

## **Side Activities:**

- Volunteered at The Lebanese Red Cross: Participated in organizing awareness campaigns and events
- Hobbies: Sports, travel, photography

## **Languages and Skills:**

- **Languages:** Fluent English & Native Arabic
- Python
- Java Script
- Android Studio
- HTML5 & CSS
- CSS Grid
- Flex Box
- Microsoft Office
- Excellent internet research skills.

## **References:**

References are available upon request.