

Rodrique KHALIL

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EDUCATION

- 2024 **YUBEE.AI**
Certificate in Cybersecurity Foundations (ETHICAL HACKING)
- 2019 – 2022 **Arts, Science and Technology University in Lebanon-AUL** Beirut, Lebanon
Bachelor's Degree in Management Information System
Relevant coursework: Customer Service Management, Database System, Managerial finance, Accounting, Software engineering, web-development, Programming and Networking.
- 2018 **Collège des Soeurs du Rosaire-Mountazah**
Baccalaureate
Sociology and Economy Beirut, Lebanon
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EXPERIENCE

- August 22 – Present **CMA CGM GROUP, GBSL LEBANON** Beirut, Lebanon
- Booking Agent – Customer Care Department*
- Collaborated with multiple agencies, each with unique processes.
 - Confirm availability of special equipment, transportation options, and vessel space before accepting and submitting bookings in the LARA system, following HO protocols.
 - Responsible for implementing booking processes and ensuring service level agreements are met.
 - Monitoring and completing standard, dangerous, hazardous, and special cargo bookings.
 - Following OFAC procedures for countries.
 - Coordinating with sales and logistics departments for updates, cancellations, and adjustments.
 - Assigning depots to take up empty equipment.
 - Coordinate pre-carriage with ILS transportation and monitor bookings.
 - Ensure 100% accurate booking confirmation for customers.
 - Bookings are automatically freighted based on the quotation and exception list.
- November 21 – July 22 **NESPRESSO** Beirut, Lebanon
(9 months)
- Technician*
- Respond to customer claims in a professional way
 - Complete bench repair of all machines assigned within required Turn Around Time.
 - Complete all repairs according to Nespresso guidelines.
 - Prepare machines for installation / trade partners as allocated from time to time
 - Participate in stock takes as required.
 - Complete daily target given

Web developer Intern

- Develop Web applications
- Provide Security using security tool interface
- Respond to employee daily issues and request

LANGUAGE & COMPUTER SKILLS

- English (fluent), French (fluent), Arabic (native).
- Customer Oriented - Customer Satisfaction Experience - Easily Adaptable - Time Management - Problem Solving - Mechanical skills – Technician Skills
- Computer skills (Excel, Word, PowerPoint, Movie Maker, Outlook, Oracle, Lara, Tableau, Microsoft office 365)
- Computer languages (C++, Java, JavaScript, HTML, SQL, Database, CSRF Exploitation, XSS, CSS)

ACTIVITIES & INTERESTS

- Member of Aayshieh Village Community
- Member in Patronage enfant de la vie Community
- Social Member of Red Cross
- Participated in the Army Hiking camp
- First Aid trained and certified