

Majd-Hussein Hijazi

Contact Information

Address: Beirut, Lebanon

Phone number: +(961) 70955057

Email: Majd_hijazi@hotmail.com

Soft Skills

- Customer Service
- Teamwork
- Leadership
- Problem-solving
- Training
- Research
- Communication

Hard Skills

Hands-on experience in:

- Microsoft Office Applications (Word, PowerPoint, Excel, Access).
- ODOO
- Visio
- Smartlaunch
- CCBoot
- MikroTik Software

Language Skills

Arabic – Native

English – Fluent

Professional Summary

Enthusiastic, highly motivated MBA candidate with proven leadership capabilities seeking out new opportunities in business administration where I can develop, improve and enhance my knowledge, skills and experience.

Education

Masters of Business Administration (General), with honors

American University of Sciences and Technology 2020 – 2022

Bachelors of Science (Management Information Systems)

American University of Sciences and Technology 2014 – 2017

State University of New York [Empire State College] 2017 – 2019

Work Experience

IT Support & Customer Service Agent at Ground Zero 2017 – Current

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required, respond within agreed time limits
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology

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- Handled repairs and technical functions across branches effectively and efficiently.

Cashier at Ground Zero

2016 – 2017

- Used “Smartlaunch” software to handle cash and non-cash operations for our clientele.
- Maintained good customer service by being well-informed about the company’s products and services.
- Responded to technical issues and service requests when needed.
- Performed marketing and advertisements through tournaments, events, and on social media applications.

Certifications**Internet Core Competency Training & Certification (IC3)** 2018

- Learned basic word processing, spreadsheet, and database activities.
 - Studied networking concepts, digital communication, and research fluency.
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