

Nancy Ramadan

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Summary

Thoughtful and organized multi-tasker with several years of customer service and analysis experience. Able to self-motivate, prioritize, and effectively work to complete many tasks calmly under pressure. Proven expert at helping customers by finding creative solutions. Passionate about providing stellar service. Known for being organized and a strong team player.

Education

Conservatoire National des Arts et Métiers, Beirut

Masters of Network Engineering

06/2019

Global University

Bachelor of Science in Computer Science

06/2015

Skills

- Customer Care
- ERP Systems
- Software Troubleshooting
- Teamwork
- Quality Assurance/Quality Control
- Technical Support
- Customer Service
- Software Testing
- Call Center
- Communications
- Problem Resolution

Experience

Future Pipe Industry

Application Support Analyst and QA

01/2020 - Present

- Provide end-users with the necessary support
- Escalate unresolved cases to the second level of support
- Book new requests with external application support if advised from 2nd level of support
- Follow up with external support until a solution is provided and implemented
- Plan, execute and oversee inspection and testing to ensure conformance to quality requirements
- Analyze and investigate the quality issues reported and conform closure according to the company guidelines

Ministry Of Education

Database Administrator

09/2016 - 01/2020

- Implement, support, and manage the corporate database
- Design and configure relational database objects
- Integrate data and maintain availability
- Design data distribution and data archiving solutions
- Ensure database security, including backups & disaster recovery

- Plan and implement application and data provisioning

Splendor Telecom, BDD

Customer Support

05/2015 - 01/2016

- Develop and implement policies and procedures necessary for meeting the requirements of clients and ensuring a satisfied clientele
- Assist in resolving clients' issues/problems by listening to complaints and proffering solutions
- Supervise company employees to ensure they comply with set client service standards in carrying out job duties
- Plan and organize the fulfillment of client orders to ensure timely delivery

Teleperformance Touch Call Center, BDD

Customer Service Representative

12/2012 - 12/2013

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers

Certifications

- Certificate of Flow-Level Adaptive Routing for Improved Latency and Throughput in Datacenter Networks presented by Abed Al Kader Kabbani, PHD, Senior System Engineer Google Inc. 21 of May 2015.
- Certificate of Programming in HTML5 with JavaScript and CSS3 (70-480)
- Certificate of Database Administration Fundamentals (98-364)
- ITIL v4 Certificate