ELIANE KAHWAJI

CONTACT

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📍 Jounieh, Lebanon

CAREER GOALS

To become associated with a reputable company where I can utilize my skills and gain further experience while enhancing the company's productivity.

PROFESSIONAL SKILLS

- Java
- JavaScript
- SQL/PLSQL
- PHP/HTML/CSS
- Python

PERSONAL SKILLS

- Logical Thinking
- Good Time Management
- Leadership
- Ability To Work Under Pressure
- Goal Setting

LANGUAGES

- Arabic (Fluent Speaking & writing)
- English (Fluent Speaking & writing)
- French (Fluent Speaking & writing)

CAREER HISTORY

Customer Service Manager

CDS Repairs INC NY, working remotely from Lebanon
February 2018 - Present

- Took responsibility for customer issues and followed up on issues until they were resolved
- Maintained accurate records and documented all customer service activities and discussions
- Recruited, mentored and developed customer service agents and cultivated an environment in which they can excel through encouragement and empowerment
- Handled a large volume of incoming calls, emails and chats
- Managed customers' accounts
- Prepared training programs and workshops for staff and customers
- Supervised daily customer service operations
- Developed customer satisfaction goals and coordinated with the team to meet them on a steady basis

IT Supervisor & Java Developer

Mobigates SAL, Jounieh
April 2016 - February 2018

- Coordinated with various departments to design management reports for IT projects and administer everyday activities for IT systems
- Performed thorough regression testing when bugs were resolved
- Developed UI, management layer and services, and APIs
- Designed and implemented new functionality and enhancements
- Managed technical projects and ensured compliance with deadlines
- Was involved in the complete software development life-cycle, including working with the operation team to prepare and execute releases
- Implemented strategies for IT operations and supervised efficient working of IT trainees
- Provided support for all software engineering processes and assisted in code programs and designed short and long-term objectives for all applications

IT Specialist

Archeology Workshops, Beirut
November 2014 - April 2016

- Installed and configured computer systems
- Diagnosed and solved hardware/ software faults
- Conducted IT related training to new hires

ACADEMIC HISTORY

Arab Open University in partnership with the Open University in the United Kingdom

Bachelor of Science in Computer Science