

# Majd-Hussein Hijazi

## Contact Information

**Address:** Beirut, Lebanon

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## 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 – Current

**Expected Graduation:** July 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

### **General Manager & IT Support at Ground Zero** 2017 – Current

- Managed the employees and trained them to handle users and customers in four different branches.
- Performed marketing and advertisements through tournaments, events, and on social media applications.
- 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.

## Certifications

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

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