

# Ali Hachem

DOB: 05-08-1995  
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## BUSINESS SKILLS

Customer Service  
Project Management  
Leadership  
Team Work  
Problem Solving  
Emotional Intelligence

## COMPUTER SKILLS

Microsoft Office  
Equal  
Beesolution  
Silicon

## AWARDS

Employee of the Year 2018 at TLScontact

Certificate of participation & completion:  
National Social Security Fund Workshop

Certificate of participation & completion:  
Taxation Workshop

Certificate of participation:  
Hult Prize Competition

Member at the Project Management  
Institution (PMI)- 2018/2019

## LANGUAGES

English: Fluent  
Arabic: Mother tongue  
Italian: Basic

## HOBBIES

Swimming  
Sports  
Traveling

*References available upon request*

## PERSONAL SUMMARY

Energetic Business Management Specialist/Customer Service Specialist with experience in building strong customer relationships, driving brand loyalty, managing and leading projects, and increasing customer engagement.

## PROFESSIONAL EXPERIENCE

**March 2016 - October 2020: TLScontact, Beirut**

*Position held: Premium Lounge Responsible (VIP Lounge)*

- Manage the operations of the premium lounge for VIP applicants
- Handle the visa application process for the Italian, French, Danish and Swiss embassies
- Check the applicant's visa documents and discuss necessary steps to apply for a visa
- Manage the applicant's data on VISANET and sent to the Ministry of Foreign Affairs
- Handle the applicant's biometrics process and send them to the relevant embassies
- Generate daily reports for the management and perform needed analysis
- Manage and lead the VIP Lounge team in their daily tasks and issues
- Visit the embassies on a weekly basis and handle their queries accordingly
- Handle applicant's calls and issues and solve them in a timely manner
- Identify and analyze significant classes of transactions and information sources held between back, middle and front office
- Meet with applicants on one to one basis and manage their queries seamlessly
- Stay up to date with TLScontact application policies and communicate them to the team for their understanding and implementation

**February 2015 - December 2015: Al Amal Office for Studies and Accounting, Beirut**

*Position held: Accounting Assistant*

- Provide support to the Accounting Department
- Perform various office tasks such as filing, data entry, answer calls and complaints and process to the relevant departments
- Handle communication with clients and vendors
- Process transactions, issue checks, update ledgers, and study budgets
- Assist with audits, fact checks, and resolve discrepancies

**August 2015 - September 2015: Credit Libanais Bank, Beirut**

*Position held: Intern*

- Assist customers with bank loans and follow up on their loan payments
- Assist customers with opening different types of bank accounts and applying for various types of credit cards

## EDUCATION

**January 2020 - March 2020: University of California, California**

*Certificate in Initiating and Planning Projects*

**September 2016 - January 2019: Arab Open University, Beirut  
Open University, UK**

*Dual Master's Degree in Business Administration*

*GPA: 3.42/4*

**September 2013 - June 2016: Arab Open University, Beirut  
Open University, UK**

*Dual Bachelor's Degree in Business with Accounting*

*GPA: 3.31/4*