Charbel Hleyhel

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Phone:
+961 76 400384

Birthday:
05/03/1999

SUMMARY

Experienced Technician and highly trained customer service representative. I have worked closely with customers to provide them with the best service while ensuring their complete satisfaction. My previous jobs always pushed me to work alongside colleagues to ensure that the work environment is a healthy environment.

SKILL HIGHLIGHT

- Critical Thinker
- Ability to learn quickly
- Complex problem solver
- Strong decision maker

EXPERIENCE

IT Student 03-2022 till 8-2022

CLD Distribution

Responsibilities:

- Ensure security and privacy of networks and computer systems.

- Perform troubleshooting to diagnose and resolve problems.

- Offer technical support to company staff and troubleshoot computer problems.

- Install and configure appropriate software and functions according to specifications.

Technician 10-2018 till 7-2019

Macrotronics

Responsibilities:

- Diagnose problems, replace, or repair parts, test and adjust.

- Advice and build custom PCs.

- Install software compatible with required hardware.

- Communicate with customers, colleagues, and parts providers.

Call Center Operator 7-2018 till 10-2018

Pizza Nini Call Center

Responsibilities:

- Inform clients by explaining procedures, answering questions, providing information.

- Upsell products and services

- Management and resolve customer complaints

IT Manager 7-2017 till 10 -2017

GameHub Gaming Lounge Adonis

Responsibilities:

- Create accounts, sell products, and adjust accounts of the clients.

- Repair and update computers.

- Work alongside technicians to ensure best experience to the customers.

EDUCATION

Master's Degree in Computer Science Holy Spirit University Kaslik, Lebanon	2022 till 2023
Master's Degree in Computer Science University of Liège, Belgium	2021 till 2022
Bachelor's Degree in Computer Science Holy Spirit University Kaslik, Lebanon	2018 till 2021
Bachelor's Degree in Computer Science Lebanese University, Lebanon	2017 till 2018
High School Degree in Sociology and Economics Saint Joseph School Zouk Mikael, Lebanon	2003 till 2017

LANGUAGES

Arabic: Native   French: Proficient

English: Proficient   Dutch: Beginner

CERTIFICATION

- AZ-900: Microsoft Certified: Azure Fundamentals
- DP-900: Microsoft Certified: Azure Data Fundamentals
- AI-900: Microsoft Certified: Azure AI Fundamentals
- Cambridge Assessment Certificate in Advanced English Level C1
- Certificate of Completion: Zaka AI Ready Academy
- Injaz Bridges of Opportunities (BOO) project

COMMUNITY GROUP

- Member of USEK's Science Union
- Member of Developer Student Club AUB
- Regular participant in The Asher Centre for Innovation and Entrepreneurship Cup
- Member of the Kaslik Secular Club