Joseph E. Wehbe

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OBJECTIVE

To pursue a position as an IT specialist that matches my education as well as my skills and experience

EDUCATION

2017 - 2021   **Lebanese International University**   **Al - Khiara, West Bekaa - Lebanon**

Bachelor of Science in Information Technology

- Related courses:
  - Advanced Robotics
  - Software Engineering
  - Operations Management
  - Advanced Business Statistics

2014 – 2017   **Omar El Mokhtar International Center School**   **Al - Khiara, West Bekaa - Lebanon**

PROFESSIONAL EXPERIENCE AND SKILLS

2022 - Present   **IT Support - NIT / SoftPharm**   **Beirut, Jdeideh - Lebanon**
Company Industry: Information Technology (Software for pharmacies).

- Training sessions for pharmacists using the "Softpharm" software
- Troubleshooting and fixing computer issues (Software related problems)
- Networking (between Servers and stations)
- Installing and configuring computer hardware like printers, software and networks
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person , On-Site & over the phone, Online)
- Setting up accounts for new Pharmacy users
- Possibly training junior staff
- Maintaining databases and ensuring system security.

2021 - 2022   **Customer Service / IT Consultant (Remote) - Elite Sense / DQNA**   **Beirut - Lebanon, Texas - USA**

- Installing company programs, troubleshooting and providing technical support to a team of customer service representatives by ensuring their system is steady and running
- Overseeing a team of customer service representatives and ensuring they meet monthly quotas
- Calling patients and scheduling dental hygiene appointments
- Maintaining customer accounts and recording account information
- Overseeing customer financial accounts and processing customer adjustments
- Making product recommendations or services to customers based on their needs and preferences
- Following communication guidelines, policies, and procedures
- Upgrading and canceling customer accounts by customer request
- Handling customer complaints and providing alternatives and/or solutions to ensure resolution of complaints
- Reaching out to customers via telephone to verify account information.
- Ensuring customers are satisfied with their service
- Assisting customers in placing orders, fulfilling refunds, and handling exchanges
- Overseeing customer recalls using "AXLE Messaging" website to send text messages
- Using sales computer technology like "Open Dental" software to maintain customer records and appointments
- Cold call potential customers
- Informing existing customers of promotions and deals

2019 - 2021   **Freelance IT Specialist**   **West Bekaa - Lebanon**

- Installation of computer software (Office pack, Auto desk, Auto CAD, Adobe Collection, Engineering Applications...)
- Computer format and Operating System Upgrade
- Android Firmware Installation

    Volunteer - Caritas Lebanon   **Kherbet Qanafar, West Bekaa - Lebanon**

- Planning and organizing fundraising events
- Providing humanitarian assistance various areas
- Implementing and developing projects in order to contribute to the development of the most vulnerable communities and individuals in rural areas

2018 - 2019   **Poppins - Production Line Collector**   **Al Mansoura, West Bekaa - Lebanon**

- Ensuring products are identified and labeled properly
- Packing finished goods into correct packages and boxes
- Obtaining and sorting products, materials, and orders, using hand tools

2017 - 2018   **Laforge Resort - Hotel Receptionist**   **Tal Dnoub, West Bekaa - Lebanon**

- Compiling and updating hotel files and reports
- Keeping records of room availability and guests' accounts
- Operating office equipment like printers, photocopiers, scanners, and voice mail systems

2016 - 2017   **Hipco Market - Data Entry Clerk**   **Sin El Fil, Beirut - Lebanon**

- Collecting information from customers, clients and suppliers
- Entering data into the central database using OMEGA Software
- Maintaining and updating Products' details into the system as necessary indexing and filing invoices

CERTIFICATES AND WORSHOPS

Cisco Networking Academy

2022
- Introduction to IoT (certified)
- Routing and Switching: Connecting Networks - CCNA4 (certified)

- Cyber Security for Beginners - EduBolt - Cyber Community (certified)
- Innovation Camp Youth to Entrepreneurship - INJAZ Lebanon (certified)
- Self Development Workshop - The Career Bridge - MDSF (certified)
- Introduction to Digital Marketing - LEARN AND WORK (certified)

2021
- UNICEF'S Generation of Innovation Leaders Program (GIL) - INJAZ Lebanon (certified)

- Teaching EFL/ESL - University of London - Coursera (certified)
- Introduction to Python - USAID - MDSF (Certified)
- Raspberry Pi - USAID - MDSF (certified)
- Introduction to Web Development - IBM - Coursera (certified)
- Mastering the Freelance Business - Tech For Youth-th - MDSF
- CV Writing and Interview Skills - Tech For You-th - MDSF
- Mastering LinkedIN - Tech For You-th - MDSF
- The Methodology of Writing a Professional Project Proposal - MDSF

Cisco Networking Academy
- Routing and Switching: Scaling Networks - CCNA3 (certified)

2020
- Routing and Switching: Routing and Switching Essentials - CCNA2 (certified)

2019
- Routing and Switching: Introduction to Networks - CCNA1 (certified)
- Get Connected - Cisco2 (certified)
- IT Essentials: PC Hardware and Software - Cisco1 (certified)
- Microsoft Office Pack (PowerPoint, Word, Excel) - LIU

LANGUAGES
- Arabic   (Native)
- English (Fluent)
- Spanish (Fluent)

REFERENCES

Available upon request