

# Kawthar Hamdan

Beirut, Lebanon

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## EXPERIENCE

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### Teller internship at Bank Audi

May 2023 – June 2023

- Preparing Debit and Credit cards for migration to each of Bank Audi's branches and double checking to maintain a high level of privacy and accuracy.
- Calling customers and connecting with customers to assist with any concern or information knowledge.
- Integrating data and information into a data base and using Microsoft word tools primarily Excel

### Customer Service Representative at HFM

Apr 2018 – Jun 2021

- Helped customers choose the right product for their desires by providing them details and information.
- Stay knowledgeable about the products or services offered by the company to provide accurate information to customers.
- Address and resolve customer issues by providing information, troubleshooting problems, or escalating complex cases to higher levels of support.

## EDUCATION

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### ANTONINE UNIVERSITY – Baabda, Lebanon

Bachelor of Business Administration, Banking & Finance

In Progress - May 2025

### CIS COLLEGE – Beirut, Lebanon

Vocational Degree in Information Technology

May 2020

## SKILLS

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**Computer:** MS Word, MS Excel, MS PP, MS Access

**Languages:** Fluent in English and Arabic

**Soft Skills:** Communication skills, Excellent Organization, Accuracy, teamwork

## ADDITIONAL

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### Official Track and Field athlete in the Lebanese Federation

Signed a 3-year contract with Elite Running Club to abide by a training program