

Hawraa Ktaish

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EDUCATION

Masters degree Electronics engineering
ISSAE CNAM liban

Janvier 2020 – Présent

Bachelor's degree electronics
Lebanese Univesity

Janvier 2013– Décembre 2016

PROFESSIONAL EXPERIENCE

Broadband Plus –Mobi

Novembre 2019 – Présent

Retail and Corporate Supervisor

- Perform quality assurance tasks on operations, departments and staff performance
- Pitch ideas for management for improving and developing businesses and operations
- Track trends, market analysis and monitor competition ; Generate leads.

Customer service officer

Juillet 2018 – Novembre 2019

- Answer customer calls, assure customer satisfaction and handle complaints.
- Generate Reports based on findings done from the random calls and surveys and highlight the gaps.
- Continuously following up with customers that have trouble with our services, in order to Solve the issue and close the case.

Eben el Roshod school

Janvier 2016 – July 2017

Mathematics teacher

- Teach Maths for higher grades using interactive méthode and classroom management

Adnet for printing

Janvier 2015 – Décembre 2016

Customer service officer

- Update clients records, generate new customers, handle complaints and feedbacks.
- Communicate with Customers to check their satisfaction on the Internet connection and Customer Service experience.

skills

- *Languages* : Arabe (mother language), Frensh(Excellent), English (Medium)
- *Technical skills*: Excellent in Microsoft office, Matlab, Java, C, C++
- *General skills* : Communication, Creativity, time management, problem solving.