

# MICHEL ABI NEHME

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## Personal Profile

A first year journalism student at Lebanese university looking for an internship opportunity. With a high background in computer environment, I am looking to use my computer experience in a digital journalism or social media environment.

## Professional Background

### Customer service representative ◦ 2018– Present

Tele Support International (TSI)-(an ITG Company) A reputable IT Services Organization.

- Resolving customers' complications and driving solutions via the telephone, web or email.
- Researching customer issues in a timely manner and following up directly to provide excellent customer service
- Providing support, including procedural documentation and other relevant reports.
- Maintaining documentation and service catalog on software installation and troubleshooting.
- Troubleshooting, configuring, and solving all problems related to vpn.
- Configuring and installing all Broadband machines.
- Providing 1<sup>st</sup> and 2<sup>nd</sup> level helpdesk support, log all calls using internal Helpdesk application; troubleshooting of hardware and software.
- E-Mail Client Configuration & Support, (Microsoft Outlook and Outlook express) Windows 7, Vista and XP professional Client Operating Systems.
- Solving all related domain problems like FTP, DNS records, websites and interface problems.
- Demonstrating knowledge and team work by training, leading and supporting new hires.
- Providing top-notch results in customer services that earned the manager's appreciation.

## Academic Background

### BA in Journalism ◦ 2021- present

Lebanese university-Jdeideh

## Certificates and Trainings

### HTML Level 1 Certificate ◦ April 2020

Cambridge Certification Authority

## Languages

**English (Fluent)**

**French (Fluent)**

**Arabic (Native)**

## **Skills**

Communication

Multimedia

Video editing

Writing and research

website management

Ability to work under pressure

Problem solving

Customer service

Resourcefulness and eye for details

Multi-tasking

Helpdesk support

Basic wordpress