

Address: Beirut-Lebanon
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NAME: Alaa El Khatib

Experience

IQuad e-Learning Solutions:

Client Support Specialist July (2022)

- Customer service support.
- Managed a process re-engineering project to improve and consolidate end-to-end service processes
- Responsible for customer satisfaction during and after sales service.
- Prepare weekly and monthly reports progress reports.
- Create learning solutions for clients (Create courses, assignments, quizzes, Final assessments, certificates).

Operations Coordinator April (2021)

- Trained 3 team members on the learning management system and how to start with a project , implement and finalize successfully with zero errors.
- Coordinate with project manager and support team.
- Implement tasks on system as per project plan.
- Responsible for testing and quality check of the html codes , scorms .

Idp-ielts education (Lebanon)

Invigilator: March 2021 –April 2021 (part time)

- My role was to prepare candidates for exams and to take all the necessary action required before entering the exam, test all the sound system equipments before starting and monitor the learners actions during the exam.

Engineering and research international (ERI, Saudi Arabia)

Quality Control Assistant: July 2020 – December 2020 (Full Time)

- Controlling the quality of work performed by 200 team members to reduce number of problems.
- Checking daily reports to ensure that they adhere standards and comply with the requirements.

Data Entry: May 2020 – June 2020 (Internship)

- Entering the data from images based on specific reports.
- Posting data on the company's web application.

Digital Opportunity Trust (Dot, Lebanon)

Microwork: January 2019 – February 2019 (Training)

- Building business website and adding products to it.
- Working on Microsoft Access and Microsoft Excel.
- Making logos using logo maker

LANGUAGES

- ☐ Arabic: Native
☐ English: Advanced

EDUCATION

MBA: Master's degree in Human Resource Management (2022- 2023-In Progress) at Lebanese international university

BA: Bachelor degree in Management Information Systems (2017-2020) at International university in Beirut.

SOFTWARE

- Microsoft Office (Excel, Access, and Word)
- Microsoft Dynamics Nav
- MySQL Workbench (Oracle)
- Knowledge in Linux
- Paint 3D
- Libre Office

