

# WASSIM MROUEH

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Proactive, courteous, and empathetic customer support specialist and junior account executive with 1+ years of experience working in an EdTech startup both remotely and on-site and with 2 years of experience working in a retail store as a sales associate. I am a person who is passionate about helping others and providing a positive experience and environment. Additionally, I am an excellent team player, and I enjoy meeting new people and can easily build rapport with them. During my 3+ years of experience, I interacted with different customers daily, which helped me polish my problem-solving and communication skills.

## EXPERIENCE

### **JAN. 2021 – MAY. 2022**

#### **CUSTOMER SUPPORT SPECIALIST, SHABAB LAB**

Shabab Lab powered by Riyada for Social Innovation SAL is the first social innovation e-learning platform in the Arab World that provides youth with the space where they can create their own technology solutions.

- Tracked trends in customer feedback and collaborated with management to determine the root cause of issues.
- Solved more than 100 customer complaints per week via phone, email, and WhatsApp.
- Worked with team to create engaging and easy-to-understand, training videos for the clients to ensure their success with the software.

### **JAN. 2021 – MAY. 2022**

#### **JUNIOR ACCOUNT EXECUTIVE, SHABAB LAB**

- Managed 13+ client accounts, and maintained a client satisfaction score of 90%.
- Collaborated with a team of mentors and facilitators to ensure all programs were completed on time and to the highest degree of quality.
- Led a team of 5 people, delegating tasks and managing project deadlines. Together, we completed all projects on time and to the highest degree of quality.

### **DEC. 2018 – DEC. 2020**

#### **SALES ASSOCIATE, SARA EXPO**

Sara Expo is a retail store located in Nabatieh that sells different types of products including cosmetics, household items, and clothes.

- Reorganized the store which increased our sales by 15%.

- Increased customer base by 10% by offering existing customers exceptional services, resulting in word-of-mouth marketing.
- Trained more than 5 new sales associates as part of their induction processes.

## EDUCATION

### SEP. 2014 – AUG. 2018

BACHELOR'S DEGREE IN COMPUTER AND COMMUNICATION ENGINEERING, LEBANESE INTERNATIONAL UNIVERSITY FACULTY OF ENGINEERING, LEBANON

### SEP. 2011 – JUN. 2014

LEBANESE BACCALAUREATE TWO – EMPHASIS IN LITERATURE AND HUMANITIES, AL SABBAAH HIGH SCHOOL, LEBANON

## TRAININGS AND CERTIFICATIONS

### JUL. 2022

CAREER GROWTH LEARNING, AMERICAN INSTITUTE FOR APPLIED EDUCATION  
CERTIFICATE CODE: OP2022-000000312

### DEC. 2020

THE FUNDAMENTALS OF DIGITAL MARKETING, GOOGLE DIGITAL GARAGE  
CERTIFICATE CODE: 8CJ Y3X NFH

### NOV. 2020

IT ESSENTIALS, CISCO NETWORKING ACADEMY

### MAR. 2019

MICRO WORK TRAINING, DOT LEBANON

### NOV. 2018

ENTREPRENEURSHIP TRAINING, THE NAWAYA NETWORK

## TECHNICAL SKILLS

- Database Management Systems: SQLite, MySQL, Microsoft SQL Management Studio.
- Programming and Scripting Languages: Java, PHP, JavaScript, SQL, HTML, CSS, Python.
- Frameworks, Tools, and Environment: Vbout, HubSpot, Zoho CRM, Canvas, Visual Studio, Visual Studio Code, PhpMyAdmin, WordPress, Slack, Trello.
- Microsoft Office: Excel, Word, PowerPoint, Outlook.

## SOFT SKILLS

- Languages: English (Fluent), Arabic (Mother Tongue), French (Intermediate).