



Elias El Hachem

Nationality: Lebanese

As an expert in customer service with 9 years of experience and a vast academic background I am ready to conduct necessary negotiations with the clients and assist in problem solving. Aiming to use my excellent communication and language skills, as well as my analytical competences and accumulated experience to fill the required role in your organization

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📍 Lebanon

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WORK EXPERIENCE

Customer Service representative

Alfa Telecommunication

2011 – Present

- Dealing with customer inquiries (identifying customer, resolving problem, collect feedback)
- Upselling and product promotion
- Customer service expert
- Dealing with difficult clients while maintaining a positive and friendly attitude
- Trained to perform under pressure

Intern

Hooman

7/2015 - 9/2018

- General construction: excavation, raft building, dowels installation, mechanical and electrical installation, waterproofing and shuttering works
- Steel preparation supervision
- Assisting fellow engineers in steel orders and shop drawings

Bartender

Napoletana's restaurant

12/2011 – 2/2012

- Creating wide variety of drinks and desserts
- Supervision over runners

Waiter

Lina's restaurant

6/2011 – 8/2011

- Taking precise orders and dealing professionally with customers

Private tutoring

2010 – 2015

- Math, physics, chemistry and biology

EDUCATION

Masters 1 in CIVIL ENGINEERING

Lebanese University

10/2014-present

Bachelor in Mathematics

Lebanese University

10/2011-7/2014

Frist year Biology

Lebanese University

10/2010-7/2011

Lebanese Baccalaureate – General science

Collège Des Sœurs Des Saints Cœurs, LEBANON

10/2009-7/2010

SKILLS

Computer Efficiency: civil engineering drawing and construction software. Autocad, arche effel.

Other computer skills: Word, Excel, PowerPoint, Moviemaker and Photoshop

Languages: Arabic, French and English all fluent

ACTIVITIES AND HOBBIES

Social: A previous member of Scoutes du Liban and comité social

Sports: Hiking, camping, swimming, basketball and biking

Interests: reading, music, nightlife