

Hosni Bouhayri

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Lebanese

WORK EXPERIENCE

TECHNICAL RECRUITER

MATERIA (RECRUITING AGENCY) - BEIRUT, LEBANON “REMOTE”

July 2022 - PRESENT

- Conducting preliminary interviews with recruits to gauge interest, personality and salary requirements.
- Providing feedback to management about details regarding applications.
- Ensure proper onboarding for new hires and the necessary paperwork is completed promptly and accurately.
- Ability to speak knowledgeably about the company and answer any technical questions a potential hire may have.
- Firm understanding and implementation of recruiting metrics to drive decision-making.

CUSTOMER SUPPORT AGENT

Nok Nok (Food and Beverage online application) – Beirut, Lebanon

October 2021 – July 2022

- Responsible for the provision of exceptional customer service conducted through telephone calls and the NokNok application.
- Handles and solves all the customer issues such as but not limited to having customers receive wrong items, drivers deviating from the correct customer approach, etc.
- Follows communication procedures, guidelines, and policies while maintaining a professional attitude towards customers of various channels.
- Takes pertinent information such as addresses and phone numbers from customers.
- Assists with the placement, modifications, and cancellation of orders (with an attempt to persuade customers to reconsider cancellation).
- Follows and abides by a preset manual to financially compensate the customer (when needed) while investigating the source of the problem to identify the responsible parties.
- Records actionable insights and data for the business to ensure that the consumers’ voices are heard, and adjustments are made.
- Communicates with various NokNok parties such as the drivers to ensure a timely delivery to the correct location and the warehouse staff when there are any missing items.
- Understands and implements all operational processes such as the sales orders to maintain consistent customer satisfaction.

SENIOR PICKER

Nok Nok (Food and Beverage online application) – Tripoli, Lebanon

June 2021 – October 2021

- Consistently pick orders in proper sequence for time efficiency
- Determine the appropriate conveyor system through scanning package labels

- Performs WMS processes to support inbound and outbound operations
- Managing excel sheets and Op's for all products entering the store.

MARKETING INTERN

Virgin Radio Lebanon – Beirut, Lebanon

October – December 2019

- Gather, collect and create daily content for radio live streaming.
- Preparing and editing letters, reports, memos and emails.
- Communicating, scheduling, and planning interviews between visitors and hosts.
- Develop and curate engaging content for social media platforms.
- Assist with creating and editing of written, video, and photo content.

LEBANESE RED CROSS

Team leader assistant – Tripoli, North Lebanon

Apr 2012 – May 2018

- Teaching modern EMS principles, procedures, techniques and equipment usage.
- Working in a hazardous environment for the safety of the community.
- Operating under severe physical and emotional stress in various emergency situations.
- Collaborating and interconnecting between departments of the LRC.
- Taking mutual accountability.

EDUCATION

- **Master's degree: Management Information System – Torrens University Australia**

June 2020 – Present

- **Bachelor's degree: Business Marketing – Lebanese International University**
- **Official Technical Baccalaureate: Information Technology (IT) – Lebanese High Institute of Technology**
- **Rawdat Al Fayhaa School: From 9th grade until 11th grade.**

SKILLS, CERTIFICATES & TRAININGS

- Certified Social Media Advertiser – Joseph Yaacoub.
- Certified Word, Excel, Outlook, PowerPoint – MS Office.
- Certified First Aid Provider – Red Cross.
- Certified EMT (Emergency Medical Technician) Provider – Red Cross.
- PHTLS (Pre-Hospital Trauma Life Support) Workshop – American University of Beirut.
- Mental Health (PTSD Based) Workshop – ICNDR.

