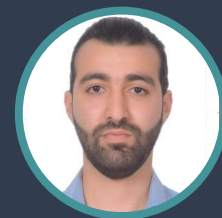


HUSSEIN KHOURASANI



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📍 Beirut, Lebanon

EDUCATION

Bachelor Degree in information technology Lebanese international university

11/2016 - 02/2021

WORK EXPERIENCE

Customer care representative UN World Food Program

07/2021 - 08/2022

Beirut, Lebanon

The world food program is a program related to the UN(United Nations) its main goal is to achieve food security around the world

Achievements/Tasks

- Handling incoming calls from beneficiaries who benefit from the program and help them with their demands

IT support Smartsourcing / Google Project

10/2019 - 01/2021

Beirut, Lebanon

Smartsourcing outsourcing

Outbound agent

- Calling business and verifying their existence on google maps using google my business and Handling Google my Business user's issues

Sales representative Doozy By Arope insurance

04/2019 - 09/2019

Lebanon

Smartsourcing outsourcing

customer care

- Handling Customers Problems and Renewing their car insurance policy

Sales Executive Citrus TV

03/2016 - 04/2019

Beirut, Lebanon

TV commercials company that advertise products on CTV channel or other like MBC group channels

Inbound agent

- handling sales orders and sales inquiries/CSR: handling customers' after sales complaints and opening tickets accordingly /E-commerce/omni-channel

Data Entry Al Bahsoon Shipping

01/2015 - 01/2016

Cotonou, Benin

Data entry

- Entry of the company's shipping data from paper files to computer

SKILLS

Microsoft Office

SAP

SQL DataBase

CRM

JAVA

Android Studio

MIT app Inventor

Visual Studio

Windows server

Multi tasker

CERTIFICATES

CCNA (00/2016 - 00/2020)

Cisco Certificate

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

Italian

Limited Working Proficiency