

FADI AL AWAR

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Objective

Motivated MIS graduate with strong analytical and technical skills, seeking new opportunities to develop my skills that will allow me to excel in the field. An ambitious person who wants to learn technological concepts, gain valuable work experience, and contribute to a dynamic team for the success of the organization.

Education

Lebanese International University

Sep 2019 - Aug 2022

Bachelor of Business Administration in Management Information Systems

Beirut, Lebanon

Professional Experience

Valoores, Soft Solutions

Oct 2022 - Present

Business & Data Analyst

Baouchrieh, Lebanon

- Elicit and document detailed business requirements for projects or systems.
- Document current processes, workflows, and systems as well as proposed changes.
- Optimized decision-making by generating Key Performance Indicators utilizing PL/SQL.
- Collaborated with cross-functional teams, including Business and Software Development departments, to ensure seamless project delivery and success.

Pineland Hotel & Health Resort

Jun 2019 - Sep 2022

Customer Service Officer

Der El Harf, Lebanon

- Delivered outstanding customer service, addressing guest needs and resolving concerns promptly.
- Demonstrated strong communication and problem-solving skills to enhance guest satisfaction.
- Proficiently managed reservations, ensuring seamless booking experiences.

Professional Training

LinkedIn Learning

Jul 2023

Sales Foundations

- Developed a genuine desire to help customers solve problems, fostering a customer-oriented approach to sales.
- Acquired strategies to connect with and understand customers' needs, enabling me to position products as effective solutions.

Digital Opportunity Trust

Jun 2022

Microwork Training Program

- Acquired comprehensive training in sales techniques, encompassing up-selling, cross-selling, cold calls, and adept utilization of various Google products.

Summary Skills

- **Technical Skills:** PL/SQL, Power BI, Excel, Word, Power Point.
- **Soft Skills:** Adaptive, Persuasive, Communicative, Team Player, Problem Solver, Goal-driven, Resilient, Negotiation.
- **Languages:** Arabic (Native), English (Fluent), French (Beginner).
- **Activities:** Volunteer at Lebanese Red Cross – Youth department.