

Ahmad Hejal

Beirut, Lebanon

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Profile introduction:

Self-driven, eager to explore skills and develop them with coming years. Passionate about sports and business. Can create a safe and positive atmosphere for people while working in teamwork. Very committed to tasks and like to challenge myself.

Skills:

Time management	Team work
Communication	
Critical Thinking	Data entry
MS office	

Experience:

Instashop:

December 2021 – February 2022

Quality assurance associate.

Primary responsibilities:

- To ensure the delivery process completion within the promised time to our customers, through an extensive coordination with our partners
- handle inbound and outbound calls with our customers to insure the highest quality assurance standards of our service are being met
- To support our partners technically when required ensuring that all our technical solution in the shops work properly (tablets, speakers)
- To convey InstaShop processes with the partnered shops and ensure they are always updated and implementing those processes
- To provide support for the team on daily subtasks & projects as to identify your next area of growth.

Houseofcosmetics.lb:

January 2020 – march 2021

A small business started between a group of fresh graduates.

My role was to handle customer communication inquiries.

Follow up on business development.

Animals Lebanon:

June 2018 – July 2018

Short period of work as a COOP program, arranged by university prior to graduation.

Follow up on required medicine and general care.

Education:**Rafik Harriri University**

2016 – 2020

Bachelors of Business Administration and Management.

International School of Choeuifat Sharjah

2002 – 2016

Diploma in arts and literature.

Took part in a one term boarding program at ISCS Bath, United Kingdom. (2013)

Training and Workshops:

ISO 9001 Accreditation workshop

Time management Workshop

Corporate social responsibility convention (CSR).

Volunteer life:**The Volunteer Circle (NGO):**

March 2021 – July 2021

Joined the organization as a volunteer to support the response to local emergencies after the Beirut explosion.

Responsibility:

Responsible for data entry of stocks (food, potable water, and clothes).

Keep the records up to date.

Reporting to management

Interests:

Sports

Sports Management

Business Administration

Hobbies:

Basketball

a.) Member of the university basketball team. (2016-2020)

b.) Represented the university within the International sports festival in turkey. (2018)

Football

a.) Member of the school's under 10 football team. (2005-2008)

b.) Won the UAE inter-Choeuifat schools tournament. (2006)

c.) Represented the UAE Choeuifat School in the regional football championship in Egypt. (2007)

Music

Languages:

Arabic – mother tongue

English – fluent

References: (Available upon request.)