

## EDUCATION

Professional Diploma in Data Science & AI American University of Beirut, Beirut, Lebanon	01/2023 - 12/2023
B.S in Physics Lebanese University, Beirut, Lebanon	10/2018 - 11/2022
Lebanese Baccalaureate in General Science Makassed Khaled Ben Walid, Beirut, Lebanon	09/2015 - 06/2016

## WORK EXPERIENCE

Account Manager SolLife, Beirut, Lebanon	05/2022 - 12/2022
<ul style="list-style-type: none"><li>• In charge of making sure each department meets the needs of their clients and customers.</li><li>• Communicating with clients to ensure that all of their needs are understood and addressed.</li><li>• Building strong client relationships to maintain old business and acquire new customers.</li><li>• Providing leads with quotations that best match their expectations.</li></ul>	
Online Operations - Customer Delight Associate Zomato Ltd, Beirut, Lebanon	09/2020 - 12/2021
<ul style="list-style-type: none"><li>• Actively monitored the ongoing live orders from the placement time until delivery in a meticulous manner to avoid any complications that might arise during the delivery process compromising the user experience.</li><li>• Ensured premium client support services by promptly adhering to their requests such as complaints, feedback, unusual requests that require instant response time.</li><li>• Built excellent problem-solving and communication skills required when responding to various operational challenges arising in a stressful and dynamic work environment.</li></ul>	
Customer Service Operator McDonald's, Beirut, Lebanon	05/2017 - 09/2020
<ul style="list-style-type: none"><li>• Contributed to the organization's operational efficiency by taking users' orders in a quick manner.</li><li>• Provided a timely response to users' complaints through promptly acting and providing solutions to ultimately maintain customer satisfaction.</li><li>• Supervised the online ordering operation by conveying online orders from online ordering partners (Zomato and similar platforms) to the respective branches.</li></ul>	

## EXTRACURRICULAR ACTIVITIES

Member of the Momentum Club (Lebanese University)	10/2020- 11/2022
<ul style="list-style-type: none"><li>• Expanded my knowledge in the physics field through networking with the club's members.</li></ul>	
Volunteer - Makassed Association, Beirut, Lebanon	07/2014 - 07/2016
<ul style="list-style-type: none"><li>• Organized Beirut Marathon on a yearly basis.</li><li>• Assisted in the organization of different charity events including Khiyam Al Kheir, Dar Al Ajaza among others.</li></ul>	

## SKILLS & INTERESTS

Languages: Arabic, English , French.

Computer Skills: Excel, Word, Basic C/C++,SQL, Python.

Soft Skills: Time Management, Problem-Solving, Teamwork, Communication.

Interests: Chess, Astronomy, Sports.