

MAJDA L - KOUSSA

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SUMMARY

Proactive and highly motivated individual eager to secure a position within your esteemed company, where there is ample opportunity for both professional and personal growth.
I'm an ambitious and passionate employee, boasting nearly 3 years of diverse experience across various fields.
I'm friendly, helpful, polite, honest and punctual person, have a good sense of humor.
And always willing to learn and develop new skills easily and execute them swiftly.
My goal is to find a role that not only challenges me but also allows me to contribute meaningfully to your team.

EXPERIENCE

- Cashier at Daily Shop Market, (Rahbeh – Akkar) (Dec/2022) - (Jan/2024)

Manager: Elie Nassar (Tel: +961 71 840 220)

- Ensure there are enough receipt paper rolls, bags, other supplies and turn on any necessary equipment (ex. POS systems, receipt printers).
- Handle returns or exchanges.
- Count the cash drawer and ensure it balances with the sales records.
- Take orders through phone and deliver to them.
- Since the new manager took over the shop, we've been able to increase sales to 40% plus.

- Freelancer in Solar System Installer, (Akkar) (April/2022) - (Dec/2022)

Manager: Karam AL-Masri (Tel: +961 3 516 982)

- Conduct a thorough site survey to assess the suitability of the location for solar panel installation.
- Calculate the system size required to meet the energy needs of the customer.
- Demonstrate how to monitor system performance and what to do in case of an issue.
- Provide the customer with a comprehensive overview of the system operation.
- Check electrical connections and verify system voltage and current output.

- Part time Salesman at Nassar Fashion, (Rahbeh – Akkar) (Feb/2021) - (Nov/2022)

Manager: Nicolas Nassar (Tel: +961 70 418 250)

- Welcome every customer entering the store with a friendly and approachable demeanor.
- Help customers find items that suit their needs.
- Inform customers about ongoing sales, promotions, and loyalty programs.
- Arrange clothing displays to attract customers and highlight new arrivals or promotional items.

EDUCATION

- **American University of Technology, Halba - Akkar**

Bachelor Degree in Computer Science

Graduation Year (2018)

- **Nader Education Foundation, Deddeh - Koura**

BT in Accounting, Informatics & Related Services

Graduation Year (2015)

CERTIFICATIONS

- **Microsoft Azure Fundamentals (AZ-900) by Microsoft Press (2024)**
- **CISCO Networking Academy - Year (2017):**
 - CCNA Routing & Switching: Introduction to Networks

LANGUAGES

- **Arabic, English & French**

SKILLS

- **Hard Skills:** - Cloud Computing – Information Technology – System Administration – IT Management – CISCO – Internet Protocol – Network Administration – Network Engineering – Networking – Windows Server – SQL – Active Directory – Cloud Security – Disaster Recovery – Technical Support – Software Development – Agile Project Management – Program Management – Software As A Service (SaaS) – Solution Architecture – IT Infrastructure Management – Internet Protocol Suite – CISCO System Products – Microsoft Azure – Linux – Ubuntu – GIT – Command Line Interface – Linux System Administration - Linux Network Administration - ChatGPT - Python - AWS - Microsoft 365 .
- **Soft Skills:** - Communication – Teamwork – Empathy – Resilience – Networking – Presentation Skills – Research Skills.