

JOE CHAHWAN

CONTACT

+961 78 828 787

joechahhwan@gmail.com

www.linkedin.com/in/joechahwan

Beirut, Lebanon

EDUCATION

Bachelor degree in Business

Administration - Holy Spirit University of Kaslik (USEK) - Kaslik, Lebanon

September 2016 – December 2019

Lebanese Baccalaureate in Sociology and Economics - Collège des Âpotres, Jounieh – Lebanon

September 2013 – June 2016

French Baccalaureate - Collège des Saints-Coeurs (SSCC), Kfarhabab – Lebanon

September 2001 – June 2013

SKILLS

- Adapt to Remote Work
- Communication
- Problem Solving
- Teamwork
- Fast Learning

IT SKILLS

- Microsoft Office
- Programming (Visual Basic, HTML)
- Customer Relationship Management (HubSpot, Pipedrive)

ACTIVITIES

- **Volunteered in the Secretarial Office of the Municipality of Jounieh** : Typed municipal council decisions and filed documents.
- **Table Basketball Coaching Representative for USEK** : Scorekeeper-Timekeeper and 24" Operator

LANGUAGES

- English
- French
- Arabic

WORK EXPERIENCE

January 2024 - Present

Operations Coordinator (Remote)

American Income Life - United States of America

- Manage daily operations including overseeing booking schedules and coordinating policy applications, renewals, and endorsements for clients.
- Communicate with agents, and clients to ensure accurate and timely processing of insurance policies.
- Monitor and analyze the agents' show ratio of bookings to evaluate their efficiency and success in converting leads into appointments.
- Provide excellent customer service by responding to inquiries, resolving concerns, and ensuring client satisfaction.

April 2021 - December 2023

Product Specialist (Remote)

IMMO SQUARE - Canada & France

- Provide support directly to clients through various communication channels (email, phone, chat) to address inquiries, solve technical problems, and gather customer feedback.
- Onboarding and training of new clients on the functioning of some the company's products that I handled to ensure successful usage.
- Collaborate with the product development team by analyzing customer data and feedback to provide insights and recommendations for product enhancements, features, and customizations that align with customer requirements.
- Build and maintain strong relationship with the clients, serving as their main point of contact and guaranteeing their satisfaction.
- Conduct regular follow-up communication with "Post Canada" to coordinate real estate agents' orders for postcard mailings and ensure timely delivery on order status and address any issues that appear.

February 2019 – December 2019

System Administrator Intern - IT Department

Holy Spirit University of Kaslik (USEK), Kaslik - Lebanon

- Provide technical support to end users, including faculty, staff, and students, on hardware and software issues.
- Conduct daily checks on security updates to ensure systems are up-to-date and protected from potential vulnerabilities.
- Created migration batches, resolved failed batches, and managed product licenses for students to safeguard their data and ensure agreement to safety rules, standards, and regulations.
- Added new users and managed user permissions on Microsoft Office 365 Admin Center to facilitate access and maintain security protocols for email, applications, and data storage.

February 2017 – December 2019

Administrative Assistant Student Job - Admission Office

Holy Spirit University of Kaslik (USEK), Kaslik - Lebanon

- Provide support to the admission office by handling incoming calls, emails, and inquiries.
- Guide new students with detailed information about the various majors and programs available at the university.
- Assist with data entry, filing and photo scanning of the students' admission files.
- Assist in preparing materials for entrance exams with the admission team to ensure accurate and timely distribution of exam-related materials.
- Support in the stock management activities by monitoring inventory levels and organizing supplies.