

Cynthia Abou-Haidar

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Experience

- **Customer Service Agent – Maids.CC | Dubai, UAE (Remote)** *(Sept. 2022 – present)*
 - Communicated with customers (maids) via chats and calls regarding medical insurance, visa issues, and other services.
 - Enhanced productivity by keeping on track of calls and chats scripts, controlling the direction of conversations, and maintaining time slots between different chats while respecting the chat's guidelines.
 - Entered maids' information into the company's programmed computer system to organize their records.
 - Informed maids about the company's application, policies, and access to services.
 - Communicated with teammates and supervisors to manage customers' services.
 - Provided primary support to customers (maids).
- **Internship – Alfa Telecommunications | Beirut, Lebanon** *(June 2022 – Aug. 2022)*
Information Technology Infrastructure Operations
 - Learning about the software used to organize the company's departments and their policies.
 - Connecting to employees' computers through the SCCM console to complete several tasks.
 - Formatting PCs, migrating them to Windows 10, and installing the necessary software.
 - Supporting employees with their basic tasks while learning about each.
 - Applying policies via Intune and applying for conditional access.
 - Deploying McAfee antivirus and related components.
 - Joining nodes to Azure platforms.
- **Private Tutor** *(Sept. 2018 – April 2022)*
 - Motivated and encouraged interest in mathematics, chemistry, and physics
 - Provided both individual and group tutoring for school students

Education

- **Antonine University - Zahle, Lebanon** *(2018 – present)*
 - Masters in Computer and Communications Engineering - Systems Engineering
 - Bachelor in Computer and Communications Engineering

Technical Skills

- **Operating systems:** Windows, Linux
- **Programming Languages:** SQL, Java, HTML, CSS, C++
- **Software:** Net-Beans, Microsoft Visual Studio, WampServer, Xampp Server, Oracle SQL Developer, Visual Studio code, Android Studio, Adobe Dreamweaver, Adobe Photoshop, Adobe Illustrator, AutoCAD, Multisim, MATLAB

Soft Skills

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|--------------------------------|------------------------|
| - Microsoft Azure | - Critical thinking |
| - Attention to detail | - Collaboration talent |
| - Good communication skills | - Time management |
| - Fluent in Arabic and English | |

Certifications

- CCNA – Introduction to Networks *(June 2020)*
- CCNA – Routing and Switching *(Jan. 2022)*
- CCNA – Scaling and Connecting Networks *(June 2022)*