

# ABDALLAH MOUHAILDI

Business | IT

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## Objective

A Business Administration graduate with a concentration in IT Management, seeking a challenging and promising position with an opportunity for growth and career advancement.

## Education

Lebanese American University	Beirut, Lebanon
Bachelor's Degree in Business Administration	08/2018 - 06/2022

Lebanese American University	Beirut, Lebanon
Master's Degree in Business Administration	09/2022 - 05/2024

## Experience

Ecomz	Beirut, Lebanon
Ecommerce Platform Executive	10/2022 - 09/2023

Duration: 1 Year

- Live chat with customers to help them configure their e-commerce store and optimize their purchases using Zendesk.
- Purchased and configured domains through domain providers and Azure.
- Reported client claims and issues with Jira and managing domains for all Ecomz clients.
- Informed and upsold clients new features, functionalities and marketing services
- Gathered customer feedback and shared it with our Product, Sales, and Marketing teams.
- Performed queries and analyzed the inventory levels of stores.
- Trained clients on ecommerce store setup and using customer feedback to ensure their retention.
- Market research of new integrations into the platform and analysis of its competitive advantage
- Followed up with customers to ensure their technical issues are resolved

Monty Mobile	Beirut, Lebanon
IT Support Intern	07/2022 - 10/2022

Duration: 3 Months

- Manage Help Desk tickets in a timely manner.
- Respond to employees' issues via phone, email, and computer chat.
- Provide employees assistance.
- Document employees' interactions
- Run diagnostics to resolve employees reported issues.
- Install, make changes, and repair computer hardware and software.
- Follow-up with employees to ensure issues are resolved.

## Projects

Online grocery shopping system	Lebanese American University
	2020

System Analysis and Design Course

- Explained how online grocery shopping system works step by step

Wonder Eight Agency	Lebanese American University
	2021

Data and Information Management Course

- Company overview
- Interview
- Scenario
- Business rules
- Entity description

## Skills

Customer Experience • Ecommerce • Customer Engagement • Technical Support • Relationship Building • Problem Solving • Troubleshooting • Excel • Word • PowerPoint • Organizational Skills

## Languages

English Proficient ●●●●●

Arabic Native ●●●●●

## Social Activities

Crosstalk NGO  
Volunteer

08/2020