

## Omar Acoume

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### Education

#### Lebanese International University

Bachelor degree in business marketing May 2023

#### Grand lycee high school

Bac 2 certification year: 2017-2018

### Experience

#### Teknologix

##### Scada developer

Beirut

Jan 2023 – May 2023

- Creating, modifying, and managing SCADA databases
- Monitoring system performance and suggesting improvements
- Developing and documenting system architecture and processes
- Performing system testing and validation
- Coordinating with other departments for system upgrades and design changes

#### Kyveli

##### Costumer service/Sales agent

Beirut

Nov 2021 – April 2022

- Engaging with clients across various social media platforms
- Preparing orders and resolving customer complaints through chat and calls
- Actively promoting and selling products or services
- Following up on customer inquiries
- Building relationships with potential customers
- Staying up to date on industry trends and new product offerings

#### Razi pharmacy

##### Assistant Pharmacist

Saida

Jan 2020 – Feb 2021

- Negotiating and cultivating robust supplier relationships
- Overseeing day-to-day pharmacy operations
- Ensuring accurate receipt of pharmacy products
- Effectively resolving customer service complaints
- Devising customer retention and attraction strategies
- Diligently adhering to proper medication distribution protocols under pharmacist supervision

### Skills & Interests

#### Technical:

- MS office proficiency
- Canva
- Meta ads manager

#### Language:

- Arabic: Fluent (Native)
- English: Advanced
- French: Intermediate

**Interests:** calisthenics , photography , podcasting