# Enas Al Ayash

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## EDUCATION:

- **Professional Diploma in UI/UX Design,** American University of Beirut.          *Dec 2024-Present*

- **B.E. in Communication and Electronics' Engineering**, Beirut Arab University.          *2019 -2023*
  *GPA: 3.3*

- **Baccalaureate in General Sciences** *GS*, West Hill College,          *May 2019*
  participated in different universities' science fairs organized by our college

## WORK EXPERIENCE:

**IT Max Global** l IT services and IT Consulting, *Quality Assurance and Tech Sales Coordinator*          *July 2024 - Present*
- Handled outbound calls to potential customers and leads.
- Closed sales meetings over the phone and achieved performance targets.
- Maintained a high level of product knowledge by keeping up with industry trends.
- Ran test cases, validated fixes, and ensured smooth functionality across systems using UAT execution.
- Worked closely with development teams to resolve issues and clarify requirements.
- Conducted quality checks on our support calls to ensure a seamless service.

**Facilitate International** l Business Consulting, Project Coordinator          *Mar 2024 – Jun 2024*
- Assigned and Scheduled assessments and repairs with vendors.
- Prepared quotes, proposals and bids based on the assessment, market value and costs.
- Managed obtaining a detailed description of the situation and a clear plan of action.

**STEAM ACADEMY** l An Online Tutoring Academy, Tutor          *Oct 2023 – Oct 2024*
- Tutored a diversity of university students with different courses related to my major.
- Assisted university students with projects.
- Managed to satisfy the students by delivering the requirements smoothly.

**Touch** l The Leading Mobile Operator in Lebanon, Call Center Support          *Aug 2022 - Sep 2023*
- Addressed and resolved customers' complaints empathetically and professionally.
- Managed customer calls effectively and efficiently in a complex, and challenging call center environment.
- Managed the system, NGBSS, wisely to smoothly satisfy customers.

**OGERO** l The Fixed Infrastructure Operator in Lebanon, Internship          *Jun 2023 - Aug 2023*
- Learnt about the connectivity of telecom networks.
- Got introduced to the components of the central office.
- Learnt about the types of DSL (Digital Subscriber Line)
- Learnt about different cabling techniques (fiber and copper infrastructure)

## CERTIFICATES:

- IT Essentials Certification by CISCO                                                      *Dec 2021*
- IC3 (Digital Literacy) Certification                                                         *Apr 2021*
- Scholastic Assessment Test (SAT)                                                       *May 2019*

## ACTIVITIES:

**Huawei ICT Competition 2023-2024 Middle East & Central Asia,** I participated in the Huawei ICT Competition, where I overviewed the required courses and got evaluated in them.          *Oct 2023*

**Staff Member with the UN by Al-Madar**, I helped maintain all safety measures on the project site, leading to the advancement of my communication skills upon different diversities.          *Sep 2021 - Mar 2022*

## PROJECTS:

- **"NFC Based Student Attendance System",** Final Year Project                  *Dec 2023*
- **"Security System",** using PIC16F84 programmed using MPLAB                *Dec 2023*
- **"Employment Management System"**, using *Python* language                 *Nov 2023*
- **"Microstrip Filters",** coupled Line Bandpass Filter was simulated using ADS and HFSS      *May 2023*
- **"Electrical Layout Design",** a general power layout for a given residential block apartment was designed using AutoCAD.          *Jan 2022*

## SKILLS:

**Technical skills:**

- Advanced Design System (ADS) / HFSS
- LabVIEW / MATLAB / MPLAB IDE / Atoll
- Visual Studio / PyCharm / AutoCAD

**Soft skills:**

- Teamwork / Communicational
- Attentive / Adaptable
- Fast Learner / Critical Thinker

## LANGUAGES:

- Arabic (Native)
- English (Fluent)
- Turkish (Average)

## REFERENCES:

**Ziad Osman** Ph.D., Chairman ECE Department BAU-deb., 07985080 ex:3414, zosman@bau.edu.lb

**Heba El Halabi** Ph.D. Assistant Prof. ECE Department BAU-deb., 07985080 ex:3408, h.alhalabi@bau.edu.lb