

IMAD ALKHOURY | MIS GRADUATE

Location: Beirut, Lebanon

Telephone: +96171024987

Email: imad2014alkhoury@gmail.com

Profile

A Management Information System (MIS) graduate from the Lebanese University with programming skills and experiences related to IT and Business Administration. I have contributed in the humanitarian field by facilitating the process of projects plus worked as a tele-sales agent hence gained more knowledge in communicating. As a detailed and passionate individual, I always put the effort needed to achieve the company's goals and continue developing myself.

Core Skills

- | | | |
|---------------------------|----------------------|-----------------------|
| • Information Technology | • Call Handling | • Good Communicator |
| • Web Development | • Detail Oriented | • Windows Office |
| • C++, Java, Python | • Humanitarian Field | • Arabic, English |
| • Business Administration | • Active Listener | • Analytical Thinking |

Career Summary

Sep 2024 – Present

**Call Center International (CCINTL)
Tele-Sales Agent**

Outline

Handling the calls with numerous clients, the objective is to profoundly communicate and introduce them to a given service/program where the screening process initiates. By maintaining professionalism and informative interaction, I make sure to create the highest quality of calls thus leading to potential profits and loyal clients for the company.

Key Responsibilities

- Handling calls from clients
- Maintaining good interactions and professionalism
- Providing clear, back-and-forth, and understandable conversation
- Verifying the conditions of the caller to check if they are eligible for the service
- Using CRM (Customer Relationship Management) Software to categorize the type and quality of the taken calls
- Determining the various financial situations possible

Key Achievements

- Helping clients who are in need of assistance
- Generating revenue and good feedback
- Improving process of connecting clients to other agents or professionals
- Winning over loyal clients

Oct 2020 – Feb 2024

**SHIELD Association
Daily Worker**

Outline

Worked as daily worker in 2 different projects: In-Kind Project and Red Card Project (both projects were in association with UNHCR and WFP).

The former project's aim was to aid the cruelest cases of Lebanese families from different areas while the latter's was to aid refugees of different nationalities in Lebanon.

Key Responsibilities:

- Organizing the beneficiaries and assisting them through different stages of the process
- Using NPOS System to verify the identity of beneficiary and update any info on the database
- Checking for the requirements needed before starting the process of assistance
- Using Microsoft Excel in order to access the needed information from the database

Key Achievements:

- Facilitating the process of providing the aid to beneficiaries
- Good organization and control of environment
- Accurate addition and update of any information

Oct 2019 – Sep 2020

**PU-AMI
Daily Worker**

Education & Qualifications

- Bachelor's Degree in Management Information System (MIS) – Lebanese University [2022]
- Python Certificate – Organized by Centre MINE [2021]
- Lebanese Baccalaureate – General Sciences [2018]

Hobbies & Interests

- Reading
- Video editing
- Working out
- Listening to music