SAMAH AL JAWHARI

Phone: +961 76 849 943
Email: samahaljawhary364@gmail.com
Linked-In: https://www.linkedin.com/in/samah-aljawhari-1b9ba2207/
Lebanon-Mount Lebanon

OBJECTIVE

A dedicated and detail-oriented graduate in Computer and Communication Network Engineering, seeking to leverage my technical expertise and strong communication skills in the tech industry or customer support/care roles. Eager to contribute to dynamic teams, provide exceptional service, and continuously grow in a professional environment.

SKILLS

- Knowledge in HTML, CSS, JavaScript, and SQL database management, demonstrating a strong foundation in web development and database technologies.
- Exceptional communication skills, coupled with a proven ability to analyze and solve complex problems.
- Strong time management skills and ability to deliver work on time.
- Proven track record in customer service with a focus on building and maintaining strong relationships with clients for enhanced satisfaction.
- Ability to work remotely.
- Strong troubleshooting skills, capable of identifying and resolving issues promptly to ensure smooth operations.
- Knowledgeable in Microsoft Excel and Google Sheets for managing and organizing data.
- Proficient in Jira for ticket management and specialized in troubleshooting technical issues.

EXPERIENCE

Technical Support
Aspire Software, remotely
May 2024-Present

- Assisting customers over the phone by answering inquiries and offering information about the software.
- Resolving customer issues through email while utilizing JIRA Service Management to track and manage their requests.
- Following up with trial users by contacting them during their trial period to provide assistance via phone calls and email.
- Conducting onboarding sessions by setting up new users and configuring their environments to ensure a smooth start.
- Escalating tickets by forwarding complex issues to the development team or higher-level support when necessary.

Tech Support

Simline, Internship

August 2023-October 2023

- Effective handling of client questions and queries through chat, email, or phone calls, ensuring a comprehensive understanding of the issues they are facing.
- Conducting effective training for new clients on the software, ensuring a seamless understanding and efficient access to information.
- Gathering client requirements for web or mobile applications, adept at extracting essential information to meet their specific needs.

Office Assistant

Qatar Airways, Full-Time

September 2022-April 2023

- Managing the administration of airport passes for Qatar Airways staff at Hamad International Airport, ensuring smooth and compliant operations.
- Providing assistance and support to staff during the airport pass application process.
- Installing computer systems for office managers and staff, ensuring optimal functionality and efficiency.
- Assisting the administration coordinator as needed, contributing to various tasks and responsibilities when requested.
- Conducting phone calls to inform staff about scheduled interviews, ensuring clear communication and coordination.
- Collecting airport passes for staff from Ministry of Interior (MOI) in a timely and organized manner.

EDUCATION

BS in Computer and Communication Network Engineering

Lebanese University-Faculty of Technology

October 2020-September 2024