

NASSIF FAKHOURY

Adaptable Electrical Engineering Student Driven by Innovation and Excellence in Powering the Future

PERSONAL DETAILS

Dekwaneh , Mount Lebanon Beirut
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PROFILE

Dedicated and motivated Electrical Engineering student with a passion for innovation and problem-solving. Equipped with a solid foundation in fundamental electrical engineering principles and hands-on experience in circuit design, analysis, and troubleshooting. Possesses excellent analytical skills, attention to detail, and a strong work ethic. Eager to apply academic knowledge and practical skills to contribute to impactful projects and advance in the field of electrical engineering.

EDUCATION

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| Electrical Engineering – 3.16 GPA Lebanese University – Faculty of Engineering II, Roumieh | Oct 2021 – Present |
| Baccalaureate General Sciences Our Lady Of The Apostles, New Rawda | Sep 2018 – Jun 2021 |

PROFESSIONAL EXPERIENCE

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| Integrated Systems and Lighting Engineer HERMES Trading, Gemayzeh <ul style="list-style-type: none">Proficient in designing, implementing, and troubleshooting automation and lighting systems using KNX standards.Integrated KNX systems with third-party devices and protocols for seamless operation.Assisted in managing automation projects from conception to completion.Configured KNX devices to optimize performance and energy efficiency.Skilled in using ETS software for KNX system design and commissioning.Diagnosed and resolved issues in KNX-based systems.Worked closely with clients to provide customized automation solutions. | May 2024 – Present |
| Call Center Coordinator Nine Miles, Bsalim <ul style="list-style-type: none">Investigate and resolve customer complaints and issues effectively and efficiently, escalating complex matters to appropriate departments as needed. | Oct 2022 – May 2024 |

- Maintain customer records and documentation, including updating contact information and order histories.
- Collaborate with other departments, such as sales, logistics, and quality assurance, to coordinate customer requests and resolve issues.
- Monitor call center performance metrics, such as call volume, wait times, and customer satisfaction ratings, and implement improvements as needed.
- Train and mentor call center staff on product knowledge, customer service best practices, and call handling procedures.

Call Center Operator

Aug 2021 – Oct 2022

Nine Miles, Bsalim

DIGITAL AND TECHNICAL SKILLS

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|--------------|------------------|
| Programming | Design |
| PCB Design | Arduino |
| Raspberry Pi | Autodesk |
| SQL | Microsoft Office |

LANGUAGES

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| English | French |
| Arabic | |

SOCIAL ENGAGEMENTS

Member

Nov 2023 – Present

IEEE, Roumieh

As an active member of the Institute of Electrical and Electronics Engineers (IEEE) at ULFG-II, I am committed to fostering a community of innovation, collaboration, and professional development within the field of electrical and electronics engineering.

Administrative Chief

Oct 2018 – Nov 2022

Lebanese National Scouts, New Rawda

Played a pivotal role in supporting the efficient operation of Scouts by overseeing administrative functions and ensuring smooth coordination of activities. This key leadership position contributes to the organization's success by managing paperwork, communications, and logistical arrangements, enabling Scout leaders and volunteers to focus on delivering high-quality programs and experiences for youth members.

CERTIFICATES

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| How to prevent access to KNX installations ETS eCampus | Jul 2024 |
| TTT – Train The Trainer | Aug 2022 |

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.

References and documents can be provided upon request.

Updated on the 4th of February 2025.