

JALAL ABOU KAMAR

+961 71 869 038 abokamarjalal@gmail.com Lebanon

Summary

I am a 21-year-old computer science graduate eager to kickstart my career in the tech industry. Alongside my academic background with Microsoft Office tools, I have gained valuable experience working as a sales associate, team leader, and customer service specialist, which has strengthened my communication, leadership, and problem solving skills. Additionally, my volunteer work has enhanced my adaptability and teamwork. I am now looking forward to applying my technical knowledge and professional experience to build a successful career in my field while remaining open to opportunities in volunteering and sales.

Experience

Autopia

Sales Associate (July 2023 – October 2023)

- Developed and implemented sales training programs that improved sales skills and resulted in an increase in sales effectiveness
- Trained and mentored sales representatives on effective sales techniques, resulting in an increase in sales closures.
- Utilized sales techniques and strategies to build customer relationships and close sales.

Team Leader (November 2022 – April 2024)

- Led a sales team of 12 members, overseeing daily operations and ensuring team goals were met.
- Trained and mentored new team members, improving their sales techniques and product knowledge.
- Managed and resolved customer inquiries and complaints, ensuring a high level of customer satisfaction.

Sky Cell

Customer Service Specialist (February 2021 – February 2023)

- Resolved customers inquiries efficiently, achieving customer satisfaction rating through proactive problem-solving and excellent communication skills.
- Maintained a high level of product knowledge to effectively address customer needs and provide tailored solutions, resulting in an increase in repeat business.

Al-Farah Social Foundation (April 2023 –

July 2023)

Volunteering

- Inputting data into spreadsheets, databases, and software systems while ensuring accuracy and consistency of entered data.
- Collecting survey responses via various methods (online, phone, in-person) and ensuring confidentiality and ethical handling of respondent information.

Education

Lebanese International University

Bachelor in computer Science (October 2021 – January 2025)

Graduated with a bachelor's degree in computer science, equipping me with a strong foundation in programming, web development, and software engineering. Throughout my studies, I worked on various projects that enhanced my problem-solving skills and technical expertise. Now, I am eager to apply my knowledge and continue learning as I begin my professional career in the tech industry.

University Projects

Senior Project(Oct 2024-Jan 2025)

- Designed a gym website that interacts with users in a friendly and flexible way using HTML, CSS, JavaScript, MySQL, and PHP.
- Designed an online shopping website using the same coding languages.

Software Engineering Project(Feb 2024-Jun 2024)

- Designed a hospital management system that monitors doctors' working schedules and helps patients keep track of their treatments and book appointments with available doctors.

Skills

- **Customer Relationship Management:** Expert
- **Communication Skills:** Expert
- **Problem Solving:** Expert
- **Self-Motivation:** Expert
- **Negotiation Skills:** Expert
- **Microsoft Office:** (Word, Excel , PowerPoint)Expert