

Nicolas Abou Jamra

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Beirut, Lebanon

SUMMARY

Dynamic Operations Specialist with 2 years of experience enhancing document compliance processes and optimizing customer interactions. Seeking a Customer Support Specialist position to leverage exceptional communication skills and process optimization expertise to enhance customer satisfaction.

WORK EXPERIENCE

Zoho Implementation Consultant

The Innovation Path - Dubai, UAE

June 2024 - Present

- Optimized user experience by configuring Zoho applications to align with client business requirements.
- Designed tailored workflows, user roles, custom statuses, and automated email follow-ups to enhance efficiency.
- Provided comprehensive user training sessions to ensure seamless adoption of Zoho tools, enhancing team proficiency and system utilization.
- Maintained detailed documentation of implementation processes, workflows, and customizations to support system maintenance and future upgrades.
- Delivered ongoing troubleshooting support to address technical challenges, maintaining high system performance and minimizing downtime.

Operations Specialist

TLScontact – A Teleperformance Company - Beirut, Lebanon

July 2023 - Present

- Implemented systematic document assessment processes to ensure full compliance with visa standards, leading to a 25% increase in uptake of Added Value Services by proactively recommending tailored solutions to applicants.
- Delivered high-quality customer support by assisting visa applicants with inquiries, appointment scheduling, and document verification.
- Managed high volumes of customer interactions daily, resolving issues promptly while maintaining professionalism and high service quality standards.
- Monitored and updated applicant records in the system, ensuring data accuracy and confidentiality.
- Facilitated seamless escalation of critical issues to supervisors by leveraging efficient communication protocols.

Clinical Dietetics Internship

Hôpital Libanais de Geitaoui CHU - Beirut, Lebanon

September 2022 - March 2023

- Conducted comprehensive nutritional assessments, applying clinical judgment to develop personalized nutrition care plans.
- Collaborated with multidisciplinary healthcare teams to adjust nutrition therapies, ensuring improvements in patient health outcomes.

Food Services Management Internship

SurMeal Diet Center - Beirut, Lebanon

August 2021 - September 2021

- Conducted food safety audits and implemented HACCP and ISO principles to correct identified deficiencies.
- Coordinated inventory management, achieving a 20% reduction in food waste by incorporating data-driven forecasting.

EDUCATION

Lebanese University - Fanar, Lebanon

August 2019 - September 2022

- Bachelor's Degree in Nutrition and Dietetics

SKILLS

- **Arabic:** Native; **English:** Proficient; **French:** Proficient
- **MS Office** (Word, Excel, Outlook, Access, PowerPoint), **Photoshop**, **CRM**, **Zoho** (Accounting, Inventory, CRM)
- **Customer Service, Operational Efficiency, Time Management, Technical Proficiency, Problem-Solving, Team Collaboration, Communication Skills, Adaptability**