Mohammad Hasan Yamout

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LinkedIn:

Professional Summary

Motivated and tech-savvy individual currently pursuing a Bachelor's degree in Computer Science. Experienced in customer service, data entry, and technical support across fast-paced environments. Strong communication and problem-solving skills, with a proven ability to handle inquiries efficiently and maintain a high standard of client satisfaction. Eager to contribute to a customer-focused team by delivering accurate, responsive service and upholding operational excellence.

Core Skills

- Customer Service & Client Communication

- Call Handling & Order Management

- Fast & Accurate Data Entry

- Microsoft Office & Google Workspace

- POS System & Inventory Management

- Time Management & Multi-tasking

- Problem Solving & Attention to Detail

- Fluent in Arabic & English

Work Experience

Customer Service & Operations Associate
Fakhani Cheese and Olives – Beirut, Lebanon
Part-Time | Sept 2019 – Feb 2020

- Took and managed customer orders in person and over the phone, ensuring accuracy and timely preparation.

- Handled product recommendations and upselling, enhancing the customer shopping experience.

- Maintained stock levels and ensured proper product display and cleanliness standards.

- Operated POS system and handled cash reconciliation.

IT Support Intern
Shakib Arslan High School – Beirut, Lebanon
July 2024 – Oct 2024

- Supported internal staff with troubleshooting and resolving technical issues.

- Assisted with student records management using Ministry-approved systems.

- Followed up persistently with external entities to resolve data access and documentation issues.

- Maintained professionalism while working independently during supervisor absence.

Operations Manager / Customer Service
Ground Hero Gaming Lounge – Beirut, Lebanon
Full-Time | Nov 2022 – July 2024

- Oversaw daily lounge operations, including customer support, system management, and transactions.

- Performed detailed data entry, managed inventory, and ensured smooth customer experiences.

- Responded to inquiries and resolved issues effectively in a high-volume environment.

Education

BSc in Computer Science *(Academic Merit Scholarship)*
Lebanese International University, Beirut | Sept 2021 – Present

Baccalaureate II in Life Science
Shakib Arslan High School, Beirut | July 2020

Certifications

- *AI Mastery: Unleashing the Power of AI*, NxL, 2023

- *GC LAU MUN*, LAU, 2020