

Mohammad Nassar

Beirut, Lebanon / mohamamdennassar750@gmail.com / +961 78 895 252

SUMMARY

Dedicated and motivated Electrical Engineering student with a strong passion for technology and innovation, seeking opportunities to apply and expand engineering skills. Eager to learn and develop expertise in designing electrical systems, solving technical challenges, and contributing to impactful projects. Equipped with a solid academic foundation and a keen interest in gaining hands-on experience through internships and collaborative work.

EDUCATION

Lebanese International University (LIU)

Oct 2024 - present

Masters of Science in Electrical Engineering

Lebanese International University (LIU)

Oct 2021 - June 2024

Bachelor of Science in Electrical Engineering

RELEVANT EXPERIENCE

Smart Source, Contact Center Representative

Aug 2024 - present

Beirut, Lebanon

- Served as a Contact Center Representative for a humanitarian project with the World Food Programme (WFP), providing critical support to beneficiaries by addressing inquiries, resolving issues, and delivering information about food assistance programs.
- Handled inbound and outbound calls effectively using Ziwo's communication platform, ensuring clear and professional interactions with clients and team members.
- Respond to customer inquiries, providing accurate and timely information regarding services.
- Handle customer complaints or issues professionally, escalating when necessary to ensure resolution.
- Assist with troubleshooting and guiding customers through problem-solving steps.
- Maintain detailed and accurate records of customer interactions in the company's CRM system.
- Meet or exceed performance targets, including call handling time, customer satisfaction, and issue resolution rate.

Malik's Lebanon, Cashier

Aug 2023 - Feb 2024

Beirut, Lebanon

- Managed transactions involving cash, credit, and checks.
- Prepared daily sales reports.
- Greeted customers and assisted them with purchases.

Virgin Megastore, Covering Duty, Senior Salesman

Jul 2022 - Jan 2023

Beirut, Lebanon

- Oversaw daily operations, ensuring employee productivity and process efficiency.
- Managed transactions, issued receipts, and tracked all cash and credit transactions.
- Greeted customers and helped them find items in the store.
- Created a positive work environment for employees.

KEY SKILLS

Languages

Fluency in English and Arabic

Software Skills

Microsoft Office (Excel, Word, PowerPoint), SugarCRM, Ziwo, MATLAB, Simulink, AutoCAD, Basic JAVA

Soft Skills

Active Listening, Analytical Thinking, Communication, Problem-Solving