Bilal Santina

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OBJECTIVE

My role is all about providing top-notch support and solutions to clients when they encounter complex technical issues. With an extensive background in applications and customer service, I pride myself on my ability to troubleshoot effectively and efficiently. From resolving process problems to optimizing system performance, I am dedicated to ensuring that every user's experience is seamless and frustration-free. By staying up-to-date on the latest technologies and best practices, I strive to deliver the highest level of service possible. So, if you're in need of a reliable problem-solver who can tackle any challenge head-on.

WORK EXPERIENCE

05/2025 – Present
Service Delivery Team Lead, Creative Technology Solutions, Beirut Lebanon
Responsibilities:

- Lead and manage the IT Support team to ensure timely, efficient, and high-quality technical assistance for clients, educators, and internal teams.
- Collaborate closely with Project Managers, Account Managers, and the COO to align service delivery with strategic business and client goals.
- Oversee end-to-end service operations for educational technology solutions, ensuring consistent up-time, performance, and user satisfaction.
- Provide leadership, mentorship, and skills development opportunities for IT Support team members to foster growth and retention.
- Act as the escalation point for complex technical and client issues, ensuring resolution meets quality and SLA standards.
- Partner with cross-functional teams to roll out new Ed-tech tools, software updates, and platform enhancements with minimal disruption to users.
- Contribute to business growth by identifying opportunities for additional services, product adoption, and improved client engagement.

03/2024 – Present
Service Delivery L2 Support, Creative Technology Solutions, Beirut Lebanon
Responsibilities:
- Meet end-user needs, resolve customer concerns, and encourage customer satisfaction.
- Monitor the desktop support, IT services desk, and VIP support operations to ensure the highest quality of service.
- Maintaining high performance standards for service-related processes and, as necessary, implementing improvement projects
- Acquiring a thorough understanding of projects to learn about the variety of services provided
- Giving management accurate and consistent reports on how well the service delivery is performing

07/2022 – 03/2024
IT Support, Creative Technology Solutions, Beirut Lebanon
Responsibilities:
- Training and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services
- Answering agent questions regarding best practices or difficult calls
- Provide technical support for computer and technology users
- Perform account management and maintenance for various applications and systems
- Interact with clients on both a technical and non-technical level
- Make and keep track of technical documentation
- Collaborate with people from all levels of the organization

- Help create client training programs by spotting any learning problems and suggesting the right language to use
- Identifying operational issues and suggesting possible improvements

06/2021 – 6/2022
Supervisor, McDonald's, Beirut Lebanon
Responsibilities:
- Ensure agents understanding and complying to all call center objectives, performance standards and policies.
- Identifying operational issues and suggesting possible improvements and working with other supervisors and management team members to support agents and maximize customer satisfaction.
- As well as Preparing reports and analyzing data to assist management as they determine call center goals.

Call Center Agent, McDonald's, Beirut Lebanon
Responsibilities:
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.Performed data analysis especially financial data
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.

EDUCATION

2016 – 2020

Bachelor Degree of Business Administration, Lebanese International University

Management Information Systems is an intersection between business and technology. This helps a business operate more effectively and better serve the customer. Similarly, we work on implementation of business systems inside of company/organization to improve the work flow and to achieve the goals.

- Graduated with 2.97 GPA
- Coursework in Data Management, Business Intelligence and Object Oriented Programming
- Minored in Information Technology

SKILLS

- **Programming**:
  - Java (Object Oriented Programming)
  - Linux (NDG Linux Essentials Certification)

- **Data Operations and Visualization**
  - Microsoft Power BI
  - Tableau
  - Structured Query Language (SQL)
  - Microsoft Access
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- **Learning Management Systems administration:**
  - Canvas
  - Tovuti