

# Reine Naji

## Customer Support Lead at Algooru

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### Professional Experience

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#### Customer Support Team Lead, *Algooru*

07/2025 – Present  
Beirut, Lebanon

- Lead daily support shifts to oversee operations, resolve issues in real time, and ensure peak team performance.
- Oversee team scheduling and handle requests to ensure smooth operations.
- Lead a team of 6 support agents, maintaining a high customer satisfaction rating across 3 main communication channels.
- Personalize onboarding and training for 4 new hires based on individual strengths and team needs; maintain organized weekly-updated spreadsheets and conduct weekly check-ins to track and improve team efficiency.
- Collaborate with six departments—Sales, Marketing, Finance, Tutor Recruitment, Upper Management, and Data Insights—to align support operations with business goals
- Designed and implemented a support bonus system and revised customer policies, resulting in higher team engagement and enhanced work efficiency.

#### Customer Support Representative, *Algooru*

08/2024 – 07/2025  
Beirut, Lebanon

- Managed 10,000+ client and tutor inquiries monthly via MessageBird and phone, ensuring 95%+ customer satisfaction.
- Resolved 5,000+ support tickets using HubSpot, improving issue resolution efficiency.
- Oversaw assignment of 2,000+ tutor matchmaking deals, reducing assignment errors and manual operations by 30%.
- Assisted in resolving app-related issues for both clients and tutors, ensuring minimal disruption to learning sessions.
- Managed 3,000+ session bookings, streamlining communication between clients and tutors to deliver a seamless experience.

#### Content and Training Coordinator, *Geek Express*

03/2023 – 08/2024  
Beirut, Lebanon

- Led recruitment and onboarding of 20+ new teachers and interns, ensuring seamless integration into a team of 100+ educators.
- Updated and managed payroll and legal documents for over 100 teachers, processing accurate salary payments monthly.
- Processed and resolved over 1000 teacher requests, maintaining efficient communication within the academy.
- Managed teacher assignments for all scheduled classes each term, guaranteeing every class had an instructor and ran smoothly.
- Led and supported teachers in effective class management to enhance overall teaching quality.
- Oversaw logistics for collaborative projects and offline and online camps, ensuring smooth execution and high-quality educational experiences.
- Conducted regular class observations to maintain teaching standards and contribute to ongoing professional development.

**Microsoft Certified Trainer, Geek Express**

09/2021 – 03/2023

- Facilitated STEM education for 150+ children through online courses using leading coding platforms, enhancing tech literacy.
- Guided 10+ children in creating TED Talks, boosting their technology engagement and communication skills.

**Education**

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**Bachelor's Degree in Earth and Life Science, Lebanese University**

09/2019 – 10/2022

Beirut, Lebanon

**Leadership and Volunteering Experience**

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**SDG Brain Lab V2.0, UNGCNL**

10/2022

An initiative run by the UN Global Compact Network in Lebanon that emphasizes the significance of Global Goals by giving Lebanese youth training sessions:

- The 10 Principles and the 17 SDGs in Lebanon and the region
- Purpose-driven leadership
- Creative thinking and design thinking

**Youth Leader Program Alumni, UNDP**

09/2022 – 01/2023

- Participated in training sessions facilitated by UNDP and FNF, gaining insights into leadership and the impact of Sustainable Development Goals (SDGs).
- Acquired skills in design thinking and business planning.

**Media Information Literacy**

2017

Attended a workshop covering public speaking and foundational communication skills leveraging social media platforms and the internet

**Certificates**

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**Certified Microsoft Innovative Educator**

Microsoft - 9/2021

**Computational Thinking and Its Importance in Education Course**

Microsoft - 9/2021

**Best Strategies for Hybrid, Remote and Blended Learning Course**

Microsoft - 9/2021

**MIL-Media Information Literacy**

Deutsche Welle - 2017

**English Language Certificate, American Lebanese Language Center - 2017****Skills**

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Technical: HubSpot CRM, MessageBird, Microsoft Office Suite, Google Workspace.

Personal: Strong communication, analytical thinking, adaptability, time management, active listening, and problem-solving

Core Competencies: Customer Success Management, Team Leadership, Training & Development, Process Improvement, Cross-Functional Collaboration, Client Relationship Management, Performance Monitoring.

**Languages**

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**Arabic**

Native Language

**English**

Fluent

**French**

Fluent