
Hayat M. Al Koush

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Date of birth: October 11, 1992

Marital Status: Single

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OBJECTIVES

I am currently seeking employment with a well-established firm in an attempt to relocate and venture into a new market where I can expose myself to a new working experience. In addition, I'm seeking a new challenge where I can implement and develop my communicable skills.

EDUCATION

➤ Spring 2015 – Fall 2018: Arab Open University (AOU)
Masters Degree in **Business Administration**
(GPA: 3.65)

➤ 2010-2014: Arab Open University (AOU)
BA degree in **Business Accounting**
(GPA: 3.41)

➤ 2007-2010: Omar Faroukh Public high school
Economics & Sociology Bac II

WORK EXPERIENCE

- November, 2021 - Till Date: **Accountant** at “**Anghami & OSN**”
 - Posting and processing journal entries to ensure all business transactions are recorded.
 - Handling the receivables from invoicing to collection and ensure the end of month account reconciliation.
 - Handling the payables from costing to payment and ensure the end of month account reconciliation.
 - Handling all the bank accounts by entering all the transactions and ensuring that at the closing that the balances are equal.
 - Intercompany balance checking.
 - End of month closing entries such as prepaid, accruals and provisions.
 - Handling cash transactions.
 - Support month-end and year-end close process and audit.
 - Preparation of VAT documents for declaration for companies outside Lebanon.
 - Handling the accounting of Anghami LAB entity along with communicating with the ones responsible for it in KSA.
 - Contacting suppliers and clients regarding payments and follow-ups for missing data.

- Prepayments and accruals schedule.
 - Assisting the procurement team with all their requests and raising Pos related to the team
- December, 2018 – Till November 2021: ***Customer Service Representative***, at "**Anghami**"
 - Handling large amounts of incoming mails through different channels (In app, emails, twitter...).
 - Identify and assess customers' needs to achieve satisfaction.
 - Provide accurate, valid and complete information by using the right methods.
 - Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
 - Follow communication procedures, guidelines and policies.
 - Escalate problematic cases to for further handling and investigation.
 - Quickly research and investigate issues that concern a customer.
 - September, 2015– November, 2018: ***Customer Service Supervisor***, at "**Nymgo**"
 - Supervising a team of 8 members.
 - Handling escalated cases and complicated technical issues: Call quality, VPN, Crashes, Website errors, SIP configuration, Payment issues.
 - Improving customer satisfaction and resolving complaints.
 - Tracking Fraud account, cards and Chargeback payments.
 - Perform test cases on Apps & Website when detecting bugs.
 - Monitoring the team performance, preparing schedule & delegating tasks.
 - Train new agents; Analyze data & statistics; refund & compensate customers...
 - October, 2013 – August, 2015: ***Customer Service Agent***, at "**Nymgo**"

Used to work as Customer Service agent at Nymgo company that provides VoIP and other telecommunication services for offshore clients and companies.

 - Maintain and fix calling issues and application crashing errors.
 - Provide VPN connection and SIP configuration.
 - Manage customer's accounts, transactions, & and payment issues.
 - Handling calls, Emails, TeamViewer and Online Client support.

(Nymgo is the main name of the firm whereas it also supports 2 other apps, NymCard and Nymgo Plus)
 - March, 2012 – September, 2013: ***Assistant Manager***, at "**Dar Electronics**"
 - Deal with any Customer's enquiries and complaints
 - Write order supply requests to replenish merchandise.
 - Organize Payments & Schedules documents
 - Maintain daily records of all transactions and generate reports for store manager
 - January, 2011 – February, 2012: Data Entry & Documentation, at "**General**"

Technology Services "

- Checking inventory in all FransaBank branches
 - Prepares source data for computer entry by compiling and sorting information
 - Maintains data entry requirements by following data program techniques and procedures
 - Prepare reports on daily basis
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OTHER SKILLS

Language:

- Arabic (Mother tongue)
- English (Fluent)

Computer skills:

- Microsoft Office
- Adobe
- Installing softwares, Backup, Team-viewer

Programs used:

- Zendesk
 - Helpdesk
 - Kayako
 - PIMS
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INTERESTS

- Internet/ Surfing web pages
 - Reading, Skiing, Swimming
 - Volunteering activities, Camping
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REFERENCES

Available Upon Request