

# Ahmad Ahmad

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Results-driven professional with comprehensive experience in outbound sales, customer service, data management, and software development. Proficient in utilizing CRM systems and managing databases to optimize customer interactions and improve sales strategies. Strong communication skills with a proven ability to handle high call volumes and address customer needs effectively. Committed to enhancing product knowledge and applying technical skills for successful project execution.

## Experience

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### **Kababji Grill, Lebanon | Data entry and call center | Jun 2024 – Nov 2025**

- Perform data entry for customer accounts in the Omega system from the LS system.
- Attend training on managing customer calls and entering requests into the new system.
- Develop customer support skills, ensuring accurate data entry.
- Focus on detail in data management, prioritizing accuracy in orders.

### **XpertBot, Lebanon | Backend Web Development | May 3 - 2024 to Oct 23 – 2024**

#### **Internship**

- Utilized Git and GitHub for version control and collaboration; developed and integrated JSON and REST APIs for seamless communication.
- Tested APIs with Postman to ensure functionality; implemented security measures using SSD keys and Laravel authentication.
- Managed database migrations and schema using Laravel tools, and effectively used TablePlus for database management.
- Created websites with HTML and CSS for the Pharmasea project while preparing for an online exam and practical project work.

### **CITRUSS TV WORLD OF SHOPPING, Lebanon | Outbound Sales and Customer Service Specialist Feb-23-2024 to Apr-1-2024**

- Conducted outbound sales calls to introduce Citruss TV products, customizing pitches to address customer needs while handling objections effectively.
- Utilized CRM software and the C core system to maintain organized records of customer interactions, ensuring follow-up and continuity in service.
- Managed over 100 incoming calls daily, addressing customer complaints and providing solutions while maintaining confidentiality and data integrity.
- Collaborated with team members to optimize sales strategies and participated in training sessions to enhance product knowledge and sales techniques.

## Education

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- **Management Information system (MIS)**  
CSB Academy | TS1 – TS2 | 2024 – 2026
- **Bachelor's Degree in Computer Science – Cyber Security (CS)**  
USAL University | 2023 – 2026 | Undergraduate – In Progress
- **IT – Informa cs Technology**  
Hussein Ben Ali Institute (HBA) | BT2 – BT3 | 2022 - 2023
- **IT – Informa cs Technology**  
Rani Bazzi school | BT1 | 2021 - 2022

## Certificates & courses

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- Online Course: Introduction to Cyber Security (Including Programming, Web App Vulnerabilities, and Linux) **YouBee.ai, Lebanon** | January 2024 – February 2024
- Fundamentals of Cybersecurity | **YouBee.ai** | Feb 22, 2024
- Cybersecurity for freelancers | **CIS College** | Aug 29,2024 – Oct 7,2024
- Web development training courses with knowledge of Backend development using Git and Laravel **XpertBot academy** | Oct 23, 2024
- Boot Camp cybersecurity | **Hash academy**

## Skills

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|-----------------|------------------------|---------------------|
| • Cybersecurity | • Operating Systems    | • Active Listening  |
| • Risk Analysis | • Programming          | • Customer-Oriented |
| • Mitigation    | • Installation         | • Analysis          |
| • Adaptability  | • Communication skills | • Troubleshooting   |
| • Networking    | • Negotiation skills   | • Organization      |

## Languages

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Arabic: Native | English: Good