

Emmanuel Iskenderian

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EDUCATION

Lebanese International University, *Bachelors in electrical engineering*

October 2022– Current

PROFESSIONAL EXPERIENCE

Divvy Mar Mkhael, *Runner*

Augst 2021 – October 2021

- Delivered food and beverages promptly while ensuring order accuracy and high customer satisfaction.
- Coordinated with kitchen and front-of-house teams and maintained clean, organized service areas in compliance with health and safety standards.

Divvy Mar Mkhael, *Bar Back*

October 2021 – September 2022

- Assisted with bar setup and breakdown before and after service shifts. Monitored inventory levels and helped prevent shortages.
- Ensured compliance with hygiene, safety, and alcohol service standards.

ITP (Information technology professionals), *Intern*

October 2022– December 2022

- Provided first-level technical support by installing, configuring, and maintaining computers, printers, and peripheral devices.
- Troubleshoot hardware, software, and basic network issues while developing strong problem-solving, communication, and customer support skills.

les Amis Boutique, *IT help desk*

February 2023 – Augst 2025

- Delivered organization-wide technical assistance by diagnosing and resolving hardware, software, and network issues.
- Set up, configured, and supported desktops, laptops, printers, and other IT assets while carrying out routine system maintenance to ensure reliability.

Allo Taxi Lebanon, *Call center reservation agent*

June 2024 – July 2025

- Managed inbound customer calls to efficiently book, modify, and cancel taxi reservations while accurately verifying trip and customer details.
- Addressed inquiries and complaints professionally in a high-volume call center environment, consistently meeting service quality and response time targets.

Allo Taxi Lebanon, *Controller*

July 2025 – Current

- Coordinated real-time taxi operations by managing bookings, monitoring driver availability, and ensuring timely vehicle dispatch.
- Resolved operational challenges, including delays, cancellations, and customer complaints, to maintain service efficiency and reliability.

SKILLS & PERSONAL

Languages: English (fluent), Arabic (native), Armenian (native)

Interests: Coding applications and learning new programming languages, hiking and camping