Charbel NAWWAR

Customer Service Supervisor

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Sed El Bauchrieh, Metn, Lebanon
Personal Details:
06/08/2000

Profile

Experienced Team Lead and Supervisor with a background serving diverse groups of people with great enthusiasm. Skillful at overseeing logistical aspects and employee performance to ensure excellent service delivery. I utilize my analytical background as a Software Engineer to promote business activities and membership retention. A highly effective person with skills for addressing customer complaints and maintaining teams to achieve their objectives. I possess logical skills for customer service delivery.

Professional Experience

Champs Fitness Center, Hazmieh   Jul 2022 to Jan 2026
Customer Care Supervisor

- Supervised a team of 8 front desk associates, conducting training and performance reviews to ensure 100% adherence to service protocols.
- Optimized staff scheduling to reduce labor costs while maintaining full coverage during peak hours (5 PM - 9 PM).
- Managed the **Arena and in2** database, ensuring accurate billing, membership updates, and attendance tracking for approximately **700** active members.
- Collaborated with the sales team to convert trial guests into long-term members.

Notre Dame de Jamhour, Jamhour   Jul 2023 to Sep 2023
Summer Camp Supervisor

- Supervised and mentored a team of **6** camp monitors, conducting daily briefings and performance evaluations to ensure the highest standards of safety and engagement.
- Acted as the primary point of contact for complex behavioral issues or parent concerns, utilizing advanced de-escalation techniques to maintain a positive camp environment.

Touch Lebanon, Beirut   Jun 2021 to Sep 2021
Networking Intern

- Assisted in the maintenance and monitoring of core network infrastructure, ensuring high availability and connectivity.
- Participated in diagnosing and resolving network connectivity issues, utilizing Cisco to minimize downtime.
- Streamlined department workflows by documenting network topologies and updating technical manuals for infrastructure upgrades.

Education

Antonine University, Baabda   Oct 2018 to Jan 2025
BE in Software Engineering

- **Relevant Coursework:** Database Management, Network Security, Software Architecture, Project Management, Algorithms & Data Structures.
- **Final Year Project:** Designed and built an application **Tastebuddies** for iOS, androidOS and web.
- **Cisco Networking Academy Curriculum:** Successfully completed all three professional modules:
    - *Level 1: Introduction to Networks (ITN)*
    - *Level 2: Switching, Routing, and Wireless Essentials (SRWE)*
    - *Level 3: Enterprise Networking, Security, and Automation (ENSA)*

SSCC Bauchrieh   Feb 2005 to Jun 2018
General Sciences Student

Languages

Arabic, English, French