

Ragheb Hammad

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Objective

Motivated and detail-oriented professional with experience in customer service, IT support, and data entry. Skilled in assisting users, resolving technical and operational issues, and maintaining accurate records in fast-paced environments. Strong communicator with hands-on experience supporting hardware, software, and end users, as well as delivering high-quality customer service. Currently pursuing a Bachelor's degree in Computer Science and seeking an opportunity in customer service or IT service desk to contribute technical skills, reliability, and problem-solving abilities.

Education

Bachelor's Degree in Computer Science

Modern University of Business and Science

Sep 2022 – Jul 2025

Beirut, Lebanon

Baccalaureate – Life Science

Lebanese International College (L.I.C)

Sep 2019 – Aug 2021

Bekaa, Lebanon

Work Experience

Barista & Cashier

Joe and The Juice | Beirut, Lebanon

April 2025 – Present

- Prepared and served high-quality beverages while maintaining brand standards and consistency.
- Managed cash register operations, processing payments accurately and efficiently.
- Delivered excellent customer service by handling orders, inquiries, and special requests.
- Maintained a clean, organized workspace in compliance with health and safety standards.

Data Entry

ANERA - UNICEF | Bekaa, Lebanon

Oct 2024 – Dec 2024 (40 days contract)

- Entered and verified data accurately to support project reporting and documentation requirements.
- Maintained organized records while ensuring data consistency and confidentiality.
- Reviewed datasets for errors and discrepancies, correcting issues to improve data quality.
- Collaborated with team members to meet tight deadlines during the contract period.

IT Support

Gaming Lounge | Bekaa , Lebanon

Mar 2023 – Sep 2024

- Provided technical support for PCs, gaming consoles, and network systems, ensuring smooth daily operations.
- Diagnosed and resolved hardware and software issues, minimizing downtime for customers.
- Managed user accounts, system updates, and software installations across multiple machines.
- Monitored system performance and maintained a secure, well-functioning gaming environment.

Skills

- Customer Service & Client Support
- Technical Troubleshooting (Hardware & Software)
- IT Support & Help Desk Assistance
- Cash Handling & POS Systems
- Data Entry & Record Management
- Problem-Solving & Attention to Detail
- Strong Communication & Interpersonal Skills
- Time Management & Multitasking
- Team Collaboration
- Basic Networking & System Monitoring