

Fawzi Atwi

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EDUCATION

Lebanese American University (LAU), ITOM

Sep 2022 – Dec 2025

- GPA: 3.0

Greenfield College, International Baccalaureate (36/45)

Sep 2012 – Jun 2022

- Higher Level:** Mathematics (5), Business Management (7), Arabic literature (7)
- Standard Level:** English literature (5), Physics (5), SEHS (7)

PROFESSIONAL EXPERIENCE

Vocalcom, Technical and Software Support Trainee

Aug 2025 – Oct 2025

- Provided technical support for Vocalcom's call-center and CRM solutions, assisting in software configuration, troubleshooting system issues, ensuring smooth operation of client platforms
- Worked with SQL Servers, PBX systems, and CTI proxies to diagnose errors, perform system checks, and support integrations between communication tools and customer databases
- Assisted in deploying software and testing updates, documenting technical procedures to improve internal efficiencies

Phamcare, Sales Representative

Jul 2025 – Aug 2025

- Conducted detailed market research, and benchmarking for new medical product lines, supporting market-entry strategies in Lebanon for new pharmaceutical products
- Prospected and onboarded pharmaceutical clients through negotiations, thereby increasing customer base and quarter sales
- Coordinated with suppliers and logistics on sourcing, costing, and delivery to improve efficiency, and competitiveness

Majdolynn Travel, Travel & Visa Operations Assistant / Whish Agent

May 2025 – Jul 2025

- Prospected Performed full travel booking operations, including searching and issuing airline tickets, comparing fare classes, managing cancellations and rebooking's, and building complete travel itineraries tailored to client needs.
- Prepared complete visa application files by gathering required documents, completing embassy forms, scheduling appointments, and guiding clients through country-specific entry requirements.
- Managed Majdolynn's payment services by processing transactions, resolving customer payment issues, and coordinating with the Whish support team to maintain accurate and efficient payment operations within the agency

Cravings By Hana, Founder and Manager

Jan 2025 – Present

- Launched and managed a homemade cheesecake business offering customizable, high-quality desserts

TetraCom, Beirut, Lebanon (Intern, Cross-Department Trainee)

Jul 2024 – Aug 2024

- Completed a one-month cross-functional internship that rotates around technical support, sales, customer service, operations, and networking departments, gaining exposure to Avaya systems and telecommunication infrastructure
- Supported field teams in client visits, software installations, and troubleshooting, enhancing hands-on skills

WEB NGO, Founder

Sep 2024 – Present

- Founded and led Wled El Balad, a student-led NGO delivering humanitarian aid and support for the displaced in Lebanon
- distributing over 8 tons of food supplies, 1,200+ medicine kits, and 500+ medical aid packages to communities in crisis
- Secured housing for 60+ families, 40+ job placements, 18+ life-saving surgeries, and tuition assistance for more than 70 students affected by conflict
- Partnered with the Turkish government and SadakaTasi to implement school sheltering and regional aid programs
- Mobilized 150+ student volunteers to drive youth-led relief efforts and community engagement

La Levantine, Intern

Jul 2022 – Aug 2022

- Closed 4 air and land freight deals along with onboarding new clients, ensuring 100% customer satisfaction scores
- Managed customer relations, ensuring prompt communication and project delivery

EXTRACURRICULAR EXPERIENCE

Lebanese American University, Volleyball & Handball

Sep 2022 – Present

- Captain of the LAU Men's Volleyball Varsity Team, leading the team in competitions nationally & internationally
- Varsity Handball Player and Division 1 Professional Player, competing with LAU and Lebanon's premier handball league
- Actively contributed to Jr. NBA events by coordinating logistics, officiating as a table referee to ensure fair play, and collaborating with team members to deliver well-organized and successful events.

ITOM Club, Vice President

Sep 2023 – Sep 2024

- Organized 25+ high-impact events and hosted 15+ industry guest speakers, strengthening member engagement and visibility on campus leading to 60+ new member sign-ups, representing a 35% year-over-year increase

SKILLS & PERSONAL

Languages: Arabic (Native), English (Full professional proficiency)

Volunteering: Albert Nassar Foundation (food distribution & relief aid), Lebanese Scout Association

Awards: 1x Lebanese Muay Thai Cup Gold medallist, AI in security Workshop, Winner of the 20th Arts and Sciences Fair (LAU)

Interests: Sports (Handball, Volleyball, Muay Thai), Writing