

Ali Idriss

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Professional Summary :

Customer-focused professional with hands-on experience in front desk support, call handling, and daily administrative tasks. Background in IT and customer service, with the ability to communicate clearly, follow up on requests, and support visitors and tenants in a professional manner. Organized, detail-oriented, and comfortable using MS Office tools and basic ticketing systems while managing multiple tasks in a fast-paced environment.

Education

- Licence Technique(LT) in Information Technology |2025-2026
- Technical Superior (TS3) in Information Technology | 2023 – 2025 – Grade: 13.11/20
- Bachelor of Computer Science | 2019 – Present, Al Maaref University (Incomplete)
- Technical Baccalaureate (BT3) in Accounting and IT | 2017 – 2019

Technical Skills

- Microsoft Dynamics 365 Business Central (Fundamentals)
- Calendar & Schedule Management
- Meeting Coordination & Logistics
- Document Preparation & Filing
- Programming & Databases: Java, C++, Object-Oriented Programming (OOP), Data Structures, MySQL
- Software & Tools: Microsoft Office Suite (Word, Excel, PowerPoint), Spreadsheets
- IT Support: System Maintenance, Hardware/Software Troubleshooting

Professional Experience

Outdoor Sales |Mets energy

- Sales and Business Development
- Client Relationship Management
- Administration and Reporting
- CRM Management
- Administration and Reporting

Front Desk operations |BBS Delivery.

- Call handling
- Ensure smooth daily operations

Warehouse Assistant | Saccal Sigma (Current)

- Assisted in inventory handling and logistics support.
- Ensured accuracy and efficiency in daily warehouse operations
- Inventory maintenance
- Receive shipments .

Warehouse Assistant | Lebanese Regie (2years)

- Preparing and processing customer orders (picking & packing) for wholesale distribution
- Performing daily stock counts and supporting inventory control procedures
- Arranging products on shelves/pallets to maintain order, accessibility, and safety
- Assisting in loading and unloading delivery trucks

IT Department Intern | Régie Libanaise des Tabacs et Tombacs (RLTT), Beirut

- Delivered front-line IT support to resolve hardware and software issues, reducing staff downtime.
- Assisted in maintaining office systems and networks for optimal performance.
- Supported the configuration and setup of equipment for new users.

Retail & Logistics Associate | Tobacco / Ezzedine Plus

- Managed customer inquiries and sales transactions to ensure satisfaction.
- Maintained inventory accuracy through regular stock checks and coordinated order fulfillment.
- Oversaw operational security and daily logistics, including driver coordination.

Runner | Marjoha Restaurant, Beirut (1 Month)

- Supported operational workflows in a fast-paced environment to ensure efficient service.

Certifications

- Google Data Analytics Certificate (In Progress)

Additional Skills

- Remote Desktop Services (RDS)
- End-User & Desktop Support:
- MSP Environment & Tools: MSP Operations, Documentation Platforms (IT Glue)
- Computer Skills: Pos systems, Networking, Operating Systems, Programming(java), CRM Systems
- Languages: Arabic (Native), English (Professional Proficiency)
- Strengths: Customer Service, Team Collaboration, Problem-Solving, Attention to Details