

MOHAMMAD HABIB ALKHANSA

MIS STUDENT | ASPIRING DATA ANALYST

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MIS student with a strong interest in data analysis and business intelligence. Skilled in Excel, data organization, and computer systems, with hands-on experience in customer service, sales analysis, and operational support. Motivated to transform data into insights that support decision-making and business performance.

AREA OF EXPERTISE

Excel Data & Computer Skills	Business & Analytical Skills Sales	Customer Service & Call Center Communication Skills
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KEY ACHIEVEMENTS

- **Sales Performance:** Achieved top upselling performance at Dunkin' Donuts within the first 2 months by analyzing customer needs and recommending suitable products.
- **Operational Accuracy:** Maintained daily cash register records with zero discrepancies, ensuring accuracy and reliability in financial data handling

PROFESSIONAL EXPERIENCE

Sales Representative, Protech – Verdun Sep 2024 – Dec 2024

- Assisted customers by analyzing product requirements and recommending appropriate mobile devices and accessories.
- Organized product data and maintained accurate inventory information.
- Supported after-sales service and contributed to customer satisfaction and retention

Call Center Agent, El Hayat Doner – Msharafieh Jan 2024 – Sep 2024

- Designed and optimised a robotic control system, realizing a 12% performance improvement.
- Coordinated testing and validation, ensuring compliance with industry standards.
- Provided technical expertise, contributing to a 15% reduction in system failures.

EDUCATION

Bachelor's Degree in Management Information Systems (MIS) 2025 – Present

Islamic University of Beirut

- Focus on business systems, data management, and information technology.

Lebanese Baccaureate – Life Sciences Graduated 2024

- Final Grade: 17.3 / 20 — strong analytical and scientific foundation

ADDITIONAL INFORMATION

- **Languages:** Arabic (Native), English (Fluent), French (Intermediate)
- **Certifications:** Microsoft Excel (Practical Use), Computer Skills & Data Handling
- **Activities:** Piano, hiking, self-learning in data analysis and Excel