

# Mohammad Mtairek

Al aamira building, Tayouneh, Mount lebanon  
+961 71 567 717 • mohammadmtairek@icloud.com

## Work Experience

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### Customer Support ( Online Website )

3/1/2025 to 1/11/2025

Smart sources

- Provided customer support for a web-based platform via live chat, email, and/or phone
- Assisted users with account inquiries, technical issues, and general platform navigation
- Resolved customer concerns efficiently while maintaining a high level of professionalism
- Escalated complex issues to technical teams and followed up to ensure resolution
- Maintained accurate records of customer interactions using internal support systems
- Ensured compliance with company policies and service standards

### Call Center Agent / Customer Service

14/06/2023 to 3/1/2025

RAM.IT services /MCDONALDS

- Handled inbound and outbound customer calls related to McDonald's delivery orders
- Assisted customers with order placement, tracking, modifications, and cancellations
- Resolved customer complaints and issues while maintaining a high level of service quality
- Coordinated with restaurants and delivery partners to ensure timely and accurate deliveries
- Maintained accurate customer and order records in internal systems
- Followed company policies and service standards to ensure customer satisfaction

## Education

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### Data Science Major

LU information Faculty, Unesco branch

Lebanese University

- Currently pursuing a Bachelor's degree in Data Science with a strong foundation in statistics, programming, and data analysis
- Studied data collection, cleaning, preprocessing, and exploratory data analysis
- Gained hands-on experience using Python, SQL, and data visualization

tools

- • Applied statistical methods and basic machine learning techniques to real-world datasets
- • Developed problem-solving and analytical skills through academic projects and coursework

## Skills

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• Customer Service Excellence • Call Handling (Inbound & Outbound) • Live Chat & Email Support • Complaint Resolution & De-escalation • Order & Account Management • CRM & Ticketing Systems • Multitasking in High-Volume Environments • Clear Verbal & Written Communication • Time Management & Attention to Detail

## Major

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## Courses

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**MS Excel**

1/1/2025 – 31/1/2025

Udemy

- • Data entry and data organization
- • Using formulas and functions (SUM, IF, VLOOKUP/XLOOKUP, COUNT)
- • Sorting, filtering, and conditional formatting
- • Creating charts and basic dashboards
- • Data analysis using pivot tables
- • Basic data validation and error checking