

AHMAD KABBANI

Communication Engineer & Customer Service Specialist

Beirut, Lebanon

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PROFESSIONAL SUMMARY

Motivated and adaptable Communication Engineering graduate with a strong interest in networking, wireless systems, and technology solutions.

Throughout my academic journey, I worked in various customer service, sales, and administrative roles to financially support my studies, while also developing essential skills that complement the software and hardware aspects of communication engineering.

These experiences strengthened my technical communication, system handling, troubleshooting, and client interaction abilities, making me capable of contributing effectively in both engineering-related positions and customer-focused environments. I am known for my flexibility, teamwork, and ability to quickly learn and adapt to new work settings.

CORE COMPETENCIES

- Networking & troubleshooting
 - Wireless communication basics
 - IoT & sensor applications
 - Customer service & POS handling
 - Retail operations & sales support
 - Teamwork & interpersonal communication
 - Fast learner & adaptable
 - Problem solving & time management
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TECHNICAL SKILLS

- Networking: LAN/WAN configuration, wireless connectivity
 - Programming: Python, Java, HTML, CSS, MySQL
 - Tools: Cisco Packet Tracer, Visual Studio, MS Office
 - Web Development: Responsive layouts using HTML/CSS/JS
 - Database: MySQL creation and management
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EDUCATION

Bachelor of Science in Communication Engineering

Lebanese International University — Beirut

July 2024

ACADEMIC PROJECTS

- Designed and built a responsive multi-page website (Final-Year Project)
 - Configured LAN/WAN networks using Cisco Packet Tracer
 - Developed an IoT sensor-based monitoring prototype
 - Simulated basic GSM wireless network concepts
 - Created and managed a relational database using MySQL
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PROFESSIONAL EXPERIENCE

Front Office & Operations Coordinator — Powerhouse Gym, Doha

Nov 2024 – Present

- Manage customer communications, bookings, inquiries and front-desk operations
- Support operational processes including payments, system updates and administrative reporting.
- Coordinate daily front office operations, ensuring smooth member flow, scheduling, and service delivery.
- Act as a key point of coordination between members, trainers, and management.

Assistant Manager — Kyveli, Hazmieh, Lebanon

May 2022 – Oct 2022

- Supervised staff and ensured smooth store operations
- Coordinated communication between staff and management
- Contributed to workflow efficiency and customer satisfaction

Customer Care Supervisor — Kyveli, Sin El Fil, Lebanon

Sep 2021 – May 2022

- Trained and guided customer service staff
- Enhanced client communication and improved service levels
- Utilized reports to identify and resolve service issues

Cashier — Solidere, Downtown Beirut

Aug 2019 – Sep 2021

- Operated POS systems accurately and efficiently
- Provided consistent customer support and professional service
- Demonstrated strong attention to detail and reliability

Sales Representative & Cashier — Emporio Armani, Beirut

Mar 2016 – Jan 2017

- Assisted customers and handled sales transactions
- Provided clear product information and supported team goals
- Built strong communication and customer service foundations