

Moussa Fakhreddin

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Professional Summary

Detail-oriented professional with strong experience in data entry, administrative support, and file/warehouse organization. Skilled in Microsoft Office tools (Word, Excel, PowerPoint, Outlook, Access) and documentation management. Experienced in maintaining PCs, troubleshooting hardware/software issues, installing operating systems, drivers, and programs, as well as supporting company processes and employee tasks. Seeking an administrative or data management role to contribute to efficient workflows and organizational success.

Work Experience

LEB MARKET | IT & Administrative Support Specialist

Apr 2024 – Present

- Provide administrative and IT support to ensure smooth company operations
- Assist with documentation, filing, and organizing employee and product records
- Manage office software applications, ensuring updates and proper usage
- Troubleshoot PC hardware/software issues, install operating systems, drivers, and applications
- Coordinate with vendors for office/IT equipment and supplies
- Support process organization and task management for employees
- Participate in IT-related projects and provide user support

SLABS Group | Data Entry Clerk

2016 – Mar 2024

- Entered, verified, and maintained product, pricing, and employee data
- Prepared detailed reports, notes, and recommendations for management
- Scanned, archived, and retrieved documents efficiently
- Coordinated with administration on product and data management
- Maintained regular data backups and ensured recovery options
- Ensured accuracy and compliance in employee records and schedules
- Assisted in generating salary, position, and working hour reports

BHV - City Mall | Cashier

2014 – 2015

- Handled customer transactions with accuracy and efficiency

- Processed cash, card, coupons, and vouchers
- Issued receipts, refunds, and handled returns
- Resolved customer complaints and ensured service satisfaction
- Maintained transaction records and balanced daily accounts

Star Net | Supervisor

2011 – 2014

- Maintained and repaired PCs, installed software, and configured hardware
 - Provided technical support and supervised gaming/computer operations
 - Documented all repairs and service tasks for reference
 - Assisted in organizing schedules and supporting staff tasks
 - Ensured smooth customer service and system functionality
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Education

- BS in Information Technology | Lebanese International University | 2019 – 2021
 - TS2 in Information Technology | C.I.S College | 2015 – 2018
 - BT3 in Information Technology | C.I.S College | 2009 – 2010
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Key Skills

- **Administrative & Data Management:** Data entry, reporting, file and document control, warehouse/stock organization
 - **Microsoft Office:** Word, Excel, PowerPoint, Outlook, Access
 - **Technical Support:** PC troubleshooting, OS & driver installation, hardware maintenance
 - **IT Knowledge:** Basic networking and cybersecurity (academic)
 - **Other:** Research, creating templates, designing reports/presentations
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Languages

- Arabic: Proficient
 - English: Intermediate
 - German: Beginner
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Certificates

- Web Development – Mercy Corps (Forsa II Program), 2023

- IT Essentials – CISC Network Academy, 2019
 - Get Connected – CISC Network Academy, 2020
 - Routing & Switching Essentials – CISC Network Academy, 2020
 - Scaling Networks – CISC Network Academy, 2021
 - Introduction to Packet Tracer – CISC Network Academy, 2019
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Trainings & Workshops

- **Administrative Control Assistant** | Spinneys Main Warehouse | May 2025 | *Key Responsibilities: Invoice management, cash manifest processing, driver transport approval, email correspondence, and product system verification.*
- **Administrative Control Manager** | World of Toys SAFAWI GROUP | Mar – Aug 2023 | **Key Tasks:** Wholesale product sales, email correspondence, inventory control, refund and return troubleshooting, cash management, invoice creation, and audit submission.
- **Freelance Web Development** | MUC (Innovation Hub) | Jun - Aug 2023 | *Key Skills: HTML, CSS, JavaScript, PHP, SSMS, Data Analysis, manage files, documentation, Project strategy, Team Leader, Teamwork.*
- **Freelance Apprenticeship in Web Development** | Mercy Corps (Forsa II Program) | Jan - Feb 2023 | *Key Skills: HTML, CSS, JavaScript, Git, SSMS, Vb.net, manage files, documentation, Project strategy.*