

LAMISS HACHOUCHE

☎ Ras al Nabaa, Beirut, Lebanon | ☎ +961 70 811 318 | ☎ lamisshashoush@gmail.com

PROFESSIONAL SUMMARY

Customer Service & Technical Support Specialist with over six years of experience in telecommunications, skilled in resolving customer issues, providing technical assistance, and ensuring client satisfaction. Proven expertise in troubleshooting, modem configuration, and managing customer interactions with professionalism. Recognized for strong communication, problem-solving skills, and adaptability in fast-paced environments.

CORE SKILLS

- Customer Complaint Resolution
- Professional Telephone Etiquette
- Technical Support & Troubleshooting
- Strong Listening & Communication Skills
- POS & DSL Customer Support
- Modem Configuration
- Social Media Awareness
- Recordkeeping & Data Entry
- Oracle & Microsoft Office Suite
- ZMS System Proficiency

PROFESSIONAL EXPERIENCE

- Customer Service Support Specialist

Ogero – Ministry of Telecommunications | Beirut, Lebanon | Sep 2017 – Present

- Provided DSL modem configuration and technical assistance for walk-in customers.
- Responded to customer inquiries regarding products, services, and company policies.
- Implemented strategies to improve customer satisfaction and resolve concerns effectively.
- Handled high call volumes with professionalism and accuracy.
- Documented customer interactions, troubleshoot technical issues, and provided appropriate solutions.
- Collaborated with internal teams to address discrepancies and improve service processes.
- Private Tutor – Business and Marketing

Self-Employed | Achrafieh, Beirut | 2017

- Designed and delivered customized lesson plans for students in Business and Marketing.
- Provided one-on-one and group tutoring to enhance academic performance.
- Helped students develop analytical and marketing skills while boosting confidence.

EDUCATION

- TS2 – Official Technical Superior in MIS (Management Information Systems) | CIS College | 2024 – 2025
- Bachelor of Science in Business & Economics (Marketing) | AUST | 2012 – 2017 | Beirut, Lebanon
- Lebanese Secondary Baccalaureate – Sociology & Economics | Bourj International College (BIC) | 2012 | Lebanon

CERTIFICATIONS

- Customer Focused Strategies for an Optimized Experience – WIDER Group (Apr 2019 & Oct 2019)

LANGUAGES

- Arabic – Native
- English – Fluent