

Charbel HABCHY

Customer Success Executive

Customer Success Executive with strong experience in client relationship management, upselling, and driving product adoption. Proven ability to translate customer needs into revenue opportunities while coordinating with sales, product, and technical teams. Adept at managing pipelines, improving customer retention, and supporting business growth through data-driven insights.

✉ charbel.m.habchy@gmail.com

🏠 biakout

📅 Date of birth 10/10/2001

📞 81 282 320

WORK EXPERIENCE

Customer Success Executive – Apliman Technology, Hazmieh

Since October 2024

Customer-focused professional managing client relationships and driving product adoption, satisfaction, and retention. Acts as a trusted point of contact, proactively resolving issues and ensuring customers achieve measurable business value.

VAS And Journey Builder Developer – Apliman technology, Koraytem

From October 2022 to October 2024

As a VAS Engineer, I supported the development of digital services through technical integration, testing, and collaboration. I worked closely with teams to build customer journeys, ensure service quality, and enhance user experience.

- Built customer journeys using a visual chatbot tool to improve user engagement.
- Developed and integrated value-added services using APIs aligned with client needs.
- Managed and maintained databases to support service functionality.
- Created basic web pages for internal tools and service interfaces.
- Produced reports analyzing chatbot usage to guide improvements.
- Led UAT with clients and IAT internally to ensure quality and functionality.
- Researched and tested APIs for smooth integration and expanded features.
- Worked with developers, QA, and product teams to launch new services.
- Performed functional, regression, and performance testing.
- Solved technical issues quickly to maintain system stability.
- Provided IT support and streamlined processes to boost efficiency.
- Improved systems through performance analysis and tech adoption.

EDUCATION

Bachelor in Management Information System – Arts, Sciences & Technology University , Dekwaneh

Since March 2022

BT3 Programming – Technical School of Tourism and Commercial Sciences, dekwaneh

From December 2019 to August 2022

Secured third position in the official exams.

LANGUAGES

Arabic

English

French

SKILLS

Software Development

Adaptability and Collaboration

Bug Tracking & Troubleshooting

SKILLS

Database Design & Management

System Integration

Data Analytics & Reporting

Testing and Debugging

COMPUTER SKILLS

My SQL

API Integration

Web development Html - Css - JavaScript - PHP - mysql
flutter - java spring boot

Python

Java

Container Management Docker, Podman