



## Maria Sayrawan

 Beirut, Lebanon

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 Date of Birth: January 3, 2006

 Nationality: Lebanese

### Professional Summary

A dedicated and versatile professional with a strong background in Information Technology and customer service. Skilled in project management, effective communication, and problem-solving with a focus on delivering high-quality service. Experienced in working in educational environments and retail settings, with a passion for assisting in both technical and customer-oriented roles.

### Skills

**Technical Skills:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access), Google Docs, HTML, video editing, C programming, and email communication.

**Project Management:** Capable of managing multiple tasks effectively, with strong organizational skills and attention to detail.

**Communication:** Excellent verbal and written communication skills in both English and Arabic.

**Customer Service:** Strong ability to understand customer needs and provide exceptional service.

**Team Collaboration:** Proven ability to work collaboratively in team environments and support colleagues.

**Emotional Intelligence:** Demonstrated ability to manage and understand emotional responses, contributing to a positive work environment.

### Education

**Modern University of Business and Science**

**Bachelor of Science in Management Information Systems (MIS)**

2024 – Present | Currently in Second Year

### Relevant Focus Areas:

- Business Process Analysis
- Data Management & Database Systems
- Information Systems Strategy
- Systems Analysis & Design
- Business Intelligence & Reporting

- Digital Transformation & Technology Integration

### **Makassed Debs Institute of Technology**

- BT3 in Information Technology 2023 – 2024 (Focus on Arduino, Access, A+, C++, and computer maintenance)
- BT2 in Information Technology 2022 – 2023 (Courses included HTML, C++, Access, IC3, A+)
- BT1 in Information Technology 2021 – 2022

### **Experience**

#### **Little Engineer Helper & Promoter internship (August 2022- September 2022, 3 months)**

- Assisted in educational activities for children, fostering an engaging learning environment.  
Promoted programs and initiatives, enhancing participation and visibility.

#### **Cashier, Chopstick, Beirut, City Centre (May 2024- October 2024, 6 months)**

- Managed transactions efficiently, ensuring accuracy and customer satisfaction. Handled customer inquiries and resolved issues promptly, contributing to a positive customer experience.

#### **Cashier/dispatcher, Torino Express restaurant (October 2024- February 2025, 3 months)**

- As a cashier at Torino Restaurant, my responsibilities included handling customer transactions, answering calls, processing orders, managing cash, writing daily reports, and coordinating with drivers to ensure timely deliveries. The role enhanced customer service and communication efficiency.

#### **Cashier, Urban Supermarket, Beirut (February 2025 – May 2025, 3 months )**

- Handle customer transactions efficiently, ensuring accuracy and excellent service. Assist customers with inquiries and provide support for a smooth shopping experience. Manage cash, process payments, and maintain a well-organized checkout area.

#### **Data Analyst Intern, Skin Perfection, Beirut (May 2025- Aug 2025, 4 months)**

- Worked as a data analyst intern for 4 months, where I cleaned and analyzed datasets, built dashboards, created reports, and supported decision-making through data insights using tools like Excel.

## **Call Center & Patient Coordination Specialist**

*Dr. Costi House of Beauty – Beirut ( Aug 2025 - Present)*

- Managed inbound and outbound patient communications, providing accurate medical guidance and ensuring exceptional client experience.
- Monitored and reported weekly KPIs including call volume, conversion rates, appointments booked, cancellations, reschedules, and no-shows.
- Optimized appointment scheduling processes to improve booking-to-attendance performance.
- Implemented AI-assisted communication tools and chat automations to enhance response efficiency and patient engagement.
- Contributed to revenue optimization through structured reporting and operational performance tracking.

## **Extracurricular Activities**

### **IT Helper**

Makassed Debs Institute, Beirut

Provided technical support, helping maintain computer labs and assisting with IT-related tasks.

### **Delegate**

LAUMGG represented the institute in various activities and events, demonstrating leadership and teamwork.



## **Certifications**

### **Arduino (2 Certificates)**

- Completed two workshops on Arduino fundamentals, sensors, and project-based electronics. And did the Arduino exam.

### **IC3 Digital Literacy (3 Certificates)**

- Certified in Computer Essentials, Online Essentials, and Networking.

### **Robotics (2 Certificates)**

- Participated in two robotics workshops focusing on basic assembly, sensors, and navigation.

### **LAU Debate Program**

- Engaged in a debate about NGOs and healthcare at the Lebanese American University.

### **ICDL Certifications**

- Computer Essentials & Online Essentials: Covered basic IT skills and internet safety.

### **Student Council Member**

- Represented students, organized events, and contributed to school leadership. in Makassed
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### **Languages**

English: Fluent

Arabic: Fluent