

Chawki Fahmi

Social Worker

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Objective:

I am a Social Worker with experience in case management, community support, and organizing client records. I have strong skills in coordinating services, supporting individuals and families, and helping them achieve stability and well-being. I also possess excellent communication and interpersonal skills, which enable me to build trust with clients, collaborate effectively with teams, and maximize positive outcomes, always striving to improve the quality of life and the overall community environment.

Education:

- **Bachelor's in social science** Lebanese university (LU), Tripoli - Lebanon 2022
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Work Experience:

▲ Jaber Marine Speed Service

Tripoli - Lebanon 2024-2025

HR Specialist

- Worked as an HR Specialist at [Jaber Marine Speed Service] during Managed recruitment processes, including job postings, interviewing, and hiring candidates.
- Maintained employee records and handled employee inquiries regarding benefits, policies, and procedures.
- Supported in developing and implementing HR policies and programs to enhance employee satisfaction and productivity.

Project Manager & Files Creator for ISO 9001

- I was responsible for preparing and organizing the necessary files for ISO 9001
- Focus on process improvement and ensuring adherence to the highest quality standards, including the Quality Policy, Quality Objectives, and the organizational structure, ext.

▲ Call center - Customer service at APEC - ECOGAS

Tripoli-Lebanon 2023-2024

- Provided High Standards of Customer Service
- Built and followed up with Customer Relations
- Maintained fast problem-solving attitude
- Ensured Customer Satisfaction and provided needed knowledge

▲ Teacher Assistant at Al-Roua School

Tripoli-Lebanon 2022-2023

- Assessed assignments, projects, and exams, and provided constructive feedback on student performance.

▲ Social worker at (Statistic Lebanon)

Beirut Lebanon 2021-2022

- Collected data and information related to the cases of individuals and families.
 - Assisted in filling out forms and necessary documentation to facilitate social services.
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Skills:

- Good Communication
 - team work
 - team lead
 - customer service
 - problem solving
 - Microsoft office (excel-word-PowerPoint)
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Languages:

- Arabic (mother language-native)
 - English (proficient)
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Courses:

- Call center (Elite center)
 - Leadership (Injaz Lebanon)
 - Microsoft (Dot Lebanon)
 - Diploma of Journalist and Media: Video Editing & Voice over & Reporter (Laser Lebanon)
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