

Rim Abouzaki

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SUMMARY

Third-year Biology student at University of Balamand, expected to graduate in May 2026. Seeking an opportunity in biological research or laboratory-based roles. Specializing in cellular and molecular biology with practical lab experience. Proficient in sample preparation, microscopy, and laboratory data handling.

EDUCATION

BS in Biology

University of Balamand – SEG Campus

Expected Graduation: May 2026

EXPERIENCE

Customer Service & Call Center Representative | march 2026– April 2026

Divvy Restaurant – Head Office

- **Handled** inbound and outbound customer calls, resolving inquiries and complaints in a professional and timely manner.
- **Coordinated** with operations and delivery teams to ensure accurate order processing and customer satisfaction.
- **Maintained** detailed records of customer interactions and escalated issues when necessary.

Private Tutor – Analytical Chemistry | February 2025 – Present

- **Provided** private tutoring in Analytical Chemistry to 7 university students during spring 2025, reinforcing key concepts, solving practice problems, and preparing students for exams.

Private Tutor – Science Subjects (Grades 9–12) | September 2023 – Present

- **Tutored** school students from Grades 9 to 12 (Life Sciences section) in biology, chemistry, mathematics, and physics. Focused on exam preparation, concept mastery, and improving academic performance.

VOLUNTEER WORK

Volunteer – Environmental Awareness | May 2019 – July 2020

YDO – Shouf, Lebanon

- **Led** awareness conferences as a volunteer with YDO in towns across Lebanon, educating over 200 participants on environmental pollution and essential social skills. Developed public speaking and organizational skills through direct community engagement.

Social Work Volunteer | March 2020 – May 2020

Min ILA NGO

- **Conducted** social outreach activities with students in public schools across various cities in Lebanon, delivering awareness programs on key social issues relevant to the community.

CERTIFICATIONS

First Aid Certification

- **Completed** a certified First Aid course covering emergency response, CPR techniques, wound care, and basic life support procedures.

SKILLS

Laboratory & Scientific Skills

- Proficient in fundamental biology laboratory techniques including cell culture, microscopy, and specimen preparation
- Familiar with biological safety protocols and proper handling of lab materials and specimens
- Strong foundation in biology, chemistry, genetics, and human anatomy & physiology
- Experience in scientific data collection, analysis, and lab report documentation
- Basic knowledge of PCR, gel electrophoresis, and molecular biology techniques

Professional & Communication Skills

- Excellent written and verbal communication in English, Arabic, and French
- Customer service experience with strong interpersonal and critical thinking skills
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Basic data entry and documentation
- First Aid certified

Languages: English (Fluent) | Arabic (Native) | French (Fluent)

References available upon request