

HADY A. BOUROUPHAEL

📍 Wade Chahrour, Baabda, Lebanon | 📞 +961-71-858171 | ✉️ Hady_rouphael95@hotmail.com

PROFESSIONAL SUMMARY

Results driven Business Administration graduate with over 7 years of experience in customer service, healthcare billing, team supervision, and operational support. Skilled in insurance claim processing, data analysis, financial operations, and cross-functional collaboration, with a proven ability to improve efficiency and deliver exceptional client experiences. Fluent in Arabic, French and English, with strong analytical, communication, and problem-solving abilities. Eager to contribute to a dynamic organization while continuing to grow professionally.

PROFESSIONAL EXPERIENCE

Billing Assistant | Hôpital Du Sacré-Coeur Centre Universitaire – Lebanon

April 2025 – Present

- Verified client information and compiled documents for timely, accurate insurance claim submissions.
- Resolved billing inquiries and coordinated across departments to eliminate discrepancies and boost patient satisfaction.

Call Center Supervisor | Gray Mackenzie Retails – Lebanon

2023 – 2024

- Supervised a team of 4+ agents, boosting service efficiency and maintaining loyalty records using Microsoft NAV.
- Generated performance reports and coordinated with sales, marketing, and operations to align service goals.

Call Center Agent | Gray Mackenzie Retails – Lebanon

2017 – 2022

- Handled 70+ daily calls, resolving issues and collecting feedback to improve service quality.
- Adapted to new systems and protocols, enhancing overall team performance.

Data Analyst (Internship) | Loubnaniyoun NGO – Lebanon

July 2024 – September 2024

- Cleaned and validated data from various sources to ensure integrity.
- Conducted qualitative and quantitative analysis to enhance NGO outcomes.

EDUCATION

Bachelor of Business Administration – Banking & Finance | Antonine University – Baabda, Lebanon

2022 – 2024

GPA: 3.4 | Key Coursework: Monetary Theory, Financial Management, Financial Markets & Investments

High School Diploma – Sociology & Economics | St. John the Baptist – Wade Chahrour, Lebanon

Technical Skills

Microsoft Office Suite

Microsoft Dynamics NAV

DX Care software

Data Analysis & Reporting

Billing & Invoice Processing

Customer Service Tools

Soft Skills

Problem Solving

Time Management

Effective Communication

Attention to Details

Multitasking

Team Leadership

Languages

Arabic (Native)

English (Fluent)

French (Fluent)