

Issam Obaji

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Summary

A dynamic, resourceful and hard-working employee with excellent interpersonal skills and the ability to communicate concisely at all levels. A self-starting person who has lots to offer in terms of enthusiasm with the ability to bring high standards to the workplace. A good problem solver who enjoys helping people as much as possible, with excellent customer care experience, both face to face and over the telephone.

EXPERIENCE

IT Trainee

Jan 2024 – July 2024

Arope insurance, Zalka

- Daily Tasks
- PCs and Laptops Maintenance [Software and Hardware]
- Printers, Scanners and Photocopy Installation and Maintenance [Hardware and Software]
- Troubleshooting
- Installing Hardware Parts and Software Apps
- Repairing
- Progress Database Maintenance
- Formatting
- User Support
- Network Installation

Xtel company

Sep 2024 - Jul 2025

Tiger Properties Customer Service UAE

- Answering Incoming Calls
- Raising tickets to the management

IT helpdesk support

Sep 2023 - Oct 2023

Ezzeddine Plus

- Software and Hardware
- Installation and configuration.
- Troubleshooting.

Sales man

Jul 2023 - Aug 2023

Tech Store, Dbayeh

- Helping Customer Needs Explain What do we offer about CCTV Stuff and Self Defense Products.

Sales Agent

Jan 2023 - Jun 2023

Citruss TV

- Contacting inbound and outbound calls.
- Achieve sales target.

Freelancer

Jan 2021 - Dec 2022

- Laptops and Pcs, replacing Hardware Items, software installation.

Sales

Oct 2018 - Nov 2021

Doozy by Arope Insurance

- Keeping up to date on all products and informing customers of new products.
- Achieving the monthly target.

Customer Service

Jan 2016 - Oct 2018

Touch Lebanon

- Assist client on their issues.
- Managing inbound and outbound calls.

Call center

Jan 2012 - Dec 2015

MacDonald's

- Answer income calls.
- Manage and resolve customer complaints. .

EDUCATION

Associate's Degree - Information Technology

Aug 2021 - Jan 2022

CIS College, Beirut

- Windows Server
- Networking
- OS Systems
- Assembly and Disassembly

VOLUNTEER

Data Entry

Sep 2023 - Jan 2024

- *Red Cross Lebanon*

Training Certificate

Jan 2024 - July 2024

- Arope Insurance