

SIREEN HNEINI



Beirut, Beyrouth, Lebanon



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SUMMARY

An enthusiastic and ambitious undergraduate who has an energetic commitment to work and a friendly and helpful personality. Loves to enhance self-performance and insure nothing but the best when asked for a task. Searching for a great job that can offer me skills and experience to develop my career position and increase my opportunities.

VOLUNTARY EXPERIENCE

IT Support Student Employment

Lebanese American University (LAU)

August 2022 - Present, Beirut

- Configure and maintain desktop environments for Windows and Macintosh platforms
- Research and investigate technical issues, providing effective solutions
- Perform maintenance on IT-related hardware, including printers and scanners
- Troubleshoot and resolve PC hardware and operating system issues
- Deploy essential software, such as corporate anti-virus solutions and inventory management tools
- Ensure systems and IT infrastructure are updated, optimized, and meet user requirements
- Assist users with troubleshooting desktop applications and other software
- Format and install hardware and software needed
- Optimize computer systems for enhanced performance

Sales Associate-Men's Clothing Department

ABC Ashrafieh Mall

Summer 2024(July), Beirut

- Achieved recognition as Top Seller in the Men's department, surpassing my sales target.
- Provided exceptional customer service by understanding client needs, offering tailored suggestions, and closing sales effectively
- Developed strong communication and persuasion skills to engage with a diverse customer base
- Collaborated with team members to ensure seamless task coordination, covering shifts, and sharing insights to improve performance
- Maintained and organized merchandise displays to attract customers and promote sales

Writing Center Support

Lebanese American University (LAU)

August 2022 – December 2022

- Completed 100+ hours of support in the writing center of LAU.

Seasonal Sales Assistant

Particulier Chocolatier SARL

January 2020 – Present, Beirut

- Greet customers as they enter the store
- Answer customer questions and provide them with product suggestions
- Help keep sales floor clean and organized
- Replenish floor inventory
- Assist on the cash register as needed

EDUCATION

Bachelor's degree in Computer Science

2022, Present ; GPA: 3.00

SKILLS

Soft Skills

Problem Solving	Team Management
Teamwork and collaboration	Adaptability
Confidence and self-motivation	Customer Service
Communication and Negotiations	Time Management
Multitasking	Work Ethics
Interpersonal Skills	

Technical Skills

Microsoft: Excel – Word – Powerpoint
Oracle
MySQL
Programming Languages: Python C, Java levels 1-2, SQL
Product Knowledge
Presentation Skills