

Mohammad Nassar

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SUMMARY

Dedicated and motivated Electrical Engineering student with a strong passion for technology and innovation, seeking opportunities to apply and expand engineering skills. Eager to learn and develop expertise in designing electrical systems, solving technical challenges, and contributing to impactful projects. Equipped with a solid academic foundation and a keen interest in gaining hands-on experience through internships and collaborative work.

EDUCATION

Lebanese International University (LIU) Masters of Science in Electrical Engineering	<i>Oct 2024 - present</i>
Lebanese International University (LIU) Bachelor of Science in Electrical Engineering	<i>Oct 2021 - June 2024</i>

RELEVANT EXPERIENCE

Smart Source, Contact Center Representative <i>Beirut, Lebanon</i>	<i>Aug 2024 - present</i>
<ul style="list-style-type: none">Served as a Contact Center Representative for a humanitarian project with the World Food Programme (WFP), providing critical support to beneficiaries by addressing inquiries, resolving issues, and delivering information about food assistance programs.Handled inbound and outbound calls effectively using Ziwo's communication platform, ensuring clear and professional interactions with clients and team members.Respond to customer inquiries, providing accurate and timely information regarding services.Handle customer complaints or issues professionally, escalating when necessary to ensure resolution.Assist with troubleshooting and guiding customers through problem-solving steps.Maintain detailed and accurate records of customer interactions in the company's CRM system.Meet or exceed performance targets, including call handling time, customer satisfaction, and issue resolution rate.	
Malik's Lebanon, Cashier <i>Beirut, Lebanon</i>	<i>Aug 2023 - Feb 2024</i>
<ul style="list-style-type: none">Managed transactions involving cash, credit, and checks.Prepared daily sales reports.Greeted customers and assisted them with purchases.	
Virgin Megastore, Covering Duty, Senior Salesman <i>Beirut, Lebanon</i>	<i>Jul 2022 - Jan 2023</i>
<ul style="list-style-type: none">Oversaw daily operations, ensuring employee productivity and process efficiency.Managed transactions, issued receipts, and tracked all cash and credit transactions.Greeted customers and helped them find items in the store.Created a positive work environment for employees.	

KEY SKILLS

Languages	Fluency in English and Arabic
Software Skills	Microsoft Office (Excel, Word, PowerPoint), SugarCRM, Ziwo, MATLAB, Simulink, AutoCAD, Basic JAVA
Soft Skills	Active Listening, Analytical Thinking, Communication, Problem-Solving