

Othman Abed Al-Nasser Kalash



Looking to secure a position as an IT specialist in a fast-paced organization where my skills and abilities will be fully utilized.

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📍 Beirut, Lebanon

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📅 March - 03 - 1997

EDUCATION

Networking Certificate
Technical Hariri Institute Ared Jalloul
2018 *Beirut, Lebanon*

Information Technology – IT
Technical Hariri Institute Ared Jalloul
2016 *Beirut, Lebanon*

WORK EXPERIENCE

Team Leader
Sandwich W Noss
Call Center
2021 - Present
Provide training and feedback for the team, ensure that the team goals are met, and make performance assessments for each member. Discussing targets with the call center manager and relaying those to the team.
Beirut, Lebanon

Tasks

- Be in charge of running and managing the call center daily
- Set targets for all other call center agents to meet up with
- Schedule and organize shift patterns for other team members to ensure that customers are never left unattended to
- Submit regular reports to management and seek new ideas and strategies to improve performance at the center
- Monitor all calls to ensure that due procedures and quality standards are strictly adhered to
- Ensure a safe and harmonious working environment for all other team members and delegate duties to all team members

Agent
Sandwich W Noss
Call Center
2018 - 2021
Takes calls from customers answering questions or addressing any concerns they may have. Handling many inbound and outbound calls to and from customers, listening to customers needs or issues and providing helpful solutions to their problems.
Beirut, Lebanon

Tasks

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Providing customers with the organization's service and product information, while taking orders

Runner
Roadster dinner
2017 - 2018 *Beirut, Lebanon*

Tasks

- Place silverware on a table
- Clean off a table after customers have left
- Deliver food from the kitchen to the correct customer

Customers Assistant, Sales and Shop Keeper
Matahen Liban Supermarket
2015 2016
Responsible for communicating the benefits of a company's products in order to drive sales.
Beirut, Lebanon

Tasks

- Selling products and services using solid arguments to prospective customers
- Achieve agreed upon sales targets and outcomes within schedule

Warehouse Keeper
Khalil Kasskas & Co
2013 - 2014
Oversees general operations and activities, and guaranteeing the safe and efficient operation of the material handling equipment in a warehouse.
Beirut, Lebanon

- Receive, pull stock, store, and maintain warehouse inventory
- Responsible for the issuance of materials and supplies to all departments in the organization
- Keep documentation of materials and supplies issued

Maintaining Computers
Formatting, Installing Operating Systems and Hardware
Peripherals
2010 - 2012

SKILLS

- Service Quality
- Customer Satisfaction
- High Observation
- Team Development
- Active
- Detail Oriented
- Well Organized
- Project Management

TECHNICAL SKILLS

Windows Operating Systems
Hospitality POS
Microsoft Package

LANGUAGES

Arabic ● ● ● ● ●

English ● ● ● ● ○

INTERESTS

- Reading
- Travelling
- Internet Surfing