



Bilal Achi



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Email Address

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Date Of Birth

21 June 1994

Twitter

@BilalAchi

FaceBook

Bilal Achi

LinkedIn

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AWARDS

Multiple Top Agent Awards

Touch

CERTIFICATIONS

CCNA-1

Cisco System

February 2016

CCNA-2

Cisco Systems

June 2016

Micro Computer

Support

Cisco Systems

August

2017

HOBBIES

Football

Basketball

Swimming

Hicking

Reading

Video Games

OBJECTIVE

A reliable and detailed-oriented Computer Science graduate seeking a position in the field of Computer Science or IT where I can utilize my skills to further work towards personal and professional development and contribute towards the prosperity of the organization

WORK EXPERIENCE

Teleperformance Lebanon

Customer Service Representative - Touch Project

(December 2013 - July 2021)

Answer incoming calls . Provide product and service information to customers. Research, identify, and resolve customer complaints using applicable software. Management and resolve customer complaints. Identify and escalate issues to supervisors and concerned parties Follow up customer calls where necessary.

EDUCATION

Lebanese Brothers School

Lebanese Life Science Baccalurate High School

(September 2010 - May 2012)

Lebanese International University

Bachelors Computer Science Computer Science

(October 2014 - June 2019)

2.95

SKILLS

Front End Developer

Intermediate

Back End Developer

Novice

Android App Developer

Novice

PROJECTS

Online Car Rental Information System

A local car rental businesses aggregator, where an account is created for car rental businesses owners to manage and edit their available cars, prices and offers

Blood Bank Android Application

Users and can log in and fill an application with required personal info and be listed as donors. Non login users can search for donors within a specific area and blood type.

Arduino Car

An Arduino car that connects to and controlled by a gaming console joystick via Bluetooth

LANGUAGES

Arabic

Native

English

Very Fluent

French

Fair

Italian

Learning on Duolingo