Ali Shehab

Senior Customer Service Representative

I am highly motivated, have precise attention to detail and strong analytical skills. I hold a bachelor degree in Business, experience in multiple business fields, and strong knowledge of web and mobile development. Looking for the right opportunity to take on new challenges and enhance my knowledge and experience.

ali.shehab.ut@gmail.com ✉

+96176897016 📱

Beirut, Lebanon 📍

linkedin.com/in/alishehab94 in

github.com/ali-shehab94 ○

EXPERIENCE

Graduate
SE Factory

05/2022 - 08/2022   *Beirut, Lebanon*

Achievements

- Intensive full stack web development program covering cloud architecture, front- and back-end development, source control, and web application security over 14 weeks of lectures, workshops and projects.

Company website : https://sefactory.io/

Project Manager Assistant
LiveLove

09/2021 - 12/2021   *Beirut, Lebanon*

Internship

Achievements

- Supervised donation dispatch
- Categorized items in warehouses and enhanced their storage conditions
- Created log frames and updated workboards for projects
- Coordinated between departments to deliver tasks for projects

Company website : https://livelove.org/

Contact Center Representative
Teleperformance

08/2018 - 04/2021   *Beirut, Lebanon*

(Touch contact Center Project)

Achievements

- Handled 200+ calls per day
- Solved 95% of cases on first call
- Escalated and followed up with remaining 5% of cases
- Analyzed issues on the spot and categorized calls under correct activity code

Company website : https://www.teleperformance.com/

EDUCATION

Bachelors in International Business Management
Lebanese International University

08/2011 - 07/2015

SKILLS

Teamwork Adaptability Problem Solving Microsoft Office NGBSS Google Drive Laravel React Figma MySQL MongoDB

PERSONAL PROJECTS

waQoud (08/2022)
- Mobile application that provides accurate trip costs for users according to their vehicles, gas prices, and distances. Built with React Native and Laravel.
- GitHub: https://github.com/ali-shehab94/waQoud-app

CERTIFICATIONS

Full Stack Web Development Bootcamp (08/2022)
SE Factory

Foundations of Computer Science (02/2022)
SE Factory

Certificate of Participation (06/2012)
Human Rights Center

LANGUAGES

Arabic
Full Professional Proficiency

English
Full Professional Proficiency

INTERESTS

Music Padel Football Martial Arts