

Joe Georges Mouawad  
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DOB: 30 Nov. 2000 | Beirut, Lebanon

## PROFESSIONAL SUMMARY

Highly motivated and dedicated operation and maintenance assistant, with 4 years of extensive experience. Performing general maintenance and repair tasks to providing customer guidance and support. Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical abilities and skills in building and troubleshooting problems; with willingness to travel and grow through continuous personal and professional development.

## WORK EXPERIENCE

### Alfa, Beirut Lebanon

Telecommunication assistant, Internship

Aug 2023 - Jan 2024

*Alfa is a state-owned Lebanese telecom company, founded in 1994, and the only operating GSM networks in Lebanon other than touch. Its management had been transferred to the telecommunication Ministry in 2020. Providing Mobile services, Network Infrastructure and customer support.*

- Handling calls: Answering incoming calls and managing customer issues in professional communication skills
- Customer Support: Providing assistance, guidance and solutions to customers' questions
- Product/Service knowledge: Understanding the company's products or services to effectively address customer needs and promote offerings
- Multitasking: Managing multiple tasks such as talking to customers, entering data services, and accessing information systems simultaneously

### Fathalla Industries, Beirut Lebanon

Installation and maintenance assistant

May 2018 - Dec 2021

*Fathalla Industries is one of the oldest metal industries in Lebanon with more than 40 years of experience in the market. Providing aluminum, galvanized steel micro perforated and Maxivision security roller shutters, SEAV remote control systems, industrial residential doors and gates, swinging and over heads doors in addition to Somfy and BFT arm barriers.*

- Monitoring and analyzing electrical systems
- Testing devices for improvement, safety, and quality control
- Updating older electrical systems for changes, cost reductions, improvements, safety, and quality control
- Repairing and replacing damaged hardware
- Operates soldering and welding equipment in the fabrication or repair of sheet metal
- Processing of metal ores and production of semi-finished metal goods, such as rolled and drawn profiles, tubes and sheet metal
- Loading and unloading work pieces
- Operating all equipment to comply with the security and operational control room procedures at all time

## EDUCATION AND CERTIFICATES

- University of La Sagesse  
4<sup>th</sup> year bachelor of General Business
- Lycée du musée  
Bac 2 Sociology and Economics, Class 2018

## QUALIFICATIONS AND TECHNICAL SKILLS

- Languages (written and spoken): English, French and Arabic
- Proficient in Microsoft Office Word, Excel & Power Point
- Interests: Fishing, playing video games and Formula One racing expert
- Able to multitask, prioritize, and manage time efficiently
- In-depth understanding of electrical regulations, construction, materials, and industry
- Excellent communicator; able to understand instructions and communicate effectively
- Flexible and able to multitask on several different aspects of a project or on multiple project
- Creative problem solver who thrives when presented with a challenge
- Strict attention to detail
- Able to analyze problems and strategize for better solutions
- Strong manual skills and precision
- Strength and physical fitness
- Flexibility and ability to work with minimum supervision