

# Patrick Dardas

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## EDUCATION

**AUL Arts, Sciences, and Technology University in Lebanon**  
*Business Administration/BA*

**Kaslik, Keserwan District**  
*2019 - Present*

## WORK EXPERIENCE

**Telesupport International (an ITG Company)**  
*Customer Service Representative*

**Bsalim, Matn District**  
*11/2021 – Present*

- Proven track record of maintaining exceptional KPI performance, resulting in increased customer satisfaction and improved procurement efficiency.
- Proficiently reaching out to customers and suppliers, ensuring smooth communication, satisfaction, and timely delivery. Valuable in customer service and procurement for maintaining relationships, addressing concerns, and streamlining processes.
- Managing multiple customer inquiries, prioritizing tasks, and meeting deadlines. These competencies are equally important in procurement, where managing supplier relationships, tracking inventory, and ensuring timely delivery are essential.
- Collaborating with different teams within the organization, such as sales, marketing, and operations, to address customer needs and provide a seamless customer experience. This ability to work collaboratively translates well to procurement, where collaboration with finance, legal, and logistics teams is crucial for successful procurement operations.

## LICENSES & CERTIFICATIONS

▪ **EFI tuner, Remapping and tuning**

Tuning Arabia, QATAR

## COMPETENCIES

- Languages (Arabic, French, English).
- Database (Odoo, Salesforce)
- Office 365 (Word, PowerPoint, Excel)
- Communications Engagement Tools (Sprinklr Modern Engagement, Twilio Flex, Qualtrics)
- Computer Programs (Standalone, MHD, Bootmod3, LINK Ecu, Uprev, revvo)