

## BUSINESS CONSULTANT

*Accomplished and technically sophisticated Business Consultant with a strong focus on problem solving, implementing solutions and financial modeling. Looking for opportunities in Banking and Venture Capital Scene.*

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Highly resourceful Business Consultant valued for driving quality and consistency throughout all phases of consultancy and project implementation. Proved instrumental in designing and developing applications using IMAL software and offering consultancy involving Business Analysis, Design, Development, QA, Documentation, Knowledge Transfer and Product Support. Articulate communicator can fluently speak the language of both people and technology, blending business expertise with interpersonal skills while interacting with the customers/teams and providing product/customer support.

## CORE COMPETENCIES

- Product Implementation
  - Client Relationship Management
  - Business Development and Planning
  - Quality Assurance and Testing
  - Problem Resolution / Troubleshooting
  - User Training and Support
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## PROFESSIONAL EXPERIENCE

**PATH SOLUTIONS**, Mkalles, Lebanon

Feb 2017 - Present

### **Business Consultant**

*Provided consultancy to major banks in Kenya, KSA, Jordan in less than two years from joining date.*

Utilize “leading from the front” management style as a catalyst for solving complex challenges on time and instituting a type of transparent communication channel that builds and sustains trust. Strategically positioned as main point of contact for clients, successfully delivering business projects and achieving customer satisfaction; extensively travel around the country to ensure client optimum satisfaction.

### **Key Accomplishments:**

- Managing the customer sales from preparing the Business Requirements Document (BRD) to obtaining the sign-off with 10 customers closed.
- Collaborating with Project Managers/Development Manager on the timely resolution of the Technical Assistance Requests (TARs), as well as refining, prioritizing and scheduling all the technical assistant requests to meet client expectations.
- Training 10+ customers on facility management system, trade finance system and customer management system.
- Working on various modules, such as customer management system module, system administration and security module, trade finance module, and Islamic investment module to name a few.
- Identified new prospects and reported business opportunities to sales team.
- Developed sustainable relationships with customers by being available on-premise. Acknowledged by customers and the performance was reported to Path Solutions VPs.
- Gained hands-on experience of core, retail, investment and financing banking applications.

**LYNCH INTERACT MENA**, Zalka, Lebanon

May 2016 - Jan 2017

### **Senior Technical Consultant**

*Steered efforts towards branding, expansion in markets, new user acquisition, and awareness.*

Worked to guide the development of the business by evaluating its current performance and looking for places where it can improve by identifying opportunities, and by building and maintaining long-term relationships with business partners and allies.

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# RAWAD ZAKHOUR

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## **Key Achievements:**

- Identified and sourced potential clients and partners with an approach focused on targeting the decision makers.
- Performed market research and analysis on Facility management industry to evaluate the latest trends.
- Performed competitive analysis on other companies to understand their needs and sales cycles.
- Provided responses to Request for Information (RFI) and Request for Proposal (RFP).
- Assisted 30 clients, prospects and sales representatives to build a compelling and competitive business case and Return on Investment (ROI).

**STEALTH MODE STARTUP**, Beirut, Lebanon

July 2013 - Aug 2015

## **Business Developer/Planner**

*Drove the operation of identifying goals, inventory, business performance, implementing strategy and evaluating the plan. Key resource in making connections to acquire legal documents and follow-up with legal entities and ministries to accelerate the receipt of needed licenses while following up on construction and industry trends.*

## **Key Achievements:**

- Analyzed data, identified trends and provided insights on the mineral water company.
- Performed competitive analysis on the mineral water market and identified company positioning.
- Set up the initial budget and business plan for the company.
- Developed key performance metrics and dashboards to help the marketplace team in setting reachable goals.
- Led the creation of policy, processes that drove the business model and value creation.
- Participated in the design and development of internal analysis tools.

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## **EDUCATION**

**Master of Business Administration**, IAE POITIERS, 2015

**Master in Science of International Business**, ESA BUSINESS SCHOOL, 2015

**Bachelor of Computer Science**, ANTONINE UNIVERSITY, 2012

## **Internships and Projects**

**TANNOURINE**, Beirut, Lebanon – Accounting department

**SOUPHIA GROUP**, Baabda, Lebanon – Accounting department

**ZOUGHZOUGH GROUP**, Mkalles, Lebanon – Accounting department

**KAZAAR GROUP**, Business planning to go international

**PHOTO-BOOTH**, Business planning and execution in malls

## **Skills**

Core Banking • Retail Banking • Islamic financing • Investment Banking  
Finance • Logistics • Accounting • Management  
Strategic management • Organizational psychology