

MOHAMED JAROUCHE

American Citizen

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CERTIFICATIONS **CompTIA IT Fundamentals**

EDUCATION 2011-2014	LEBANESE AMERICAN UNIVERSITY Adnan Kassar School of Business Bachelor of Business Administration	Beirut, Lebanon
EXPERIENCE 2018-2019	SABA & Co. INTELLECTUAL PROPERTY Key Account Manager <ul style="list-style-type: none">• Handled and coordinated all operational functions of intellectual property for key clients mainly in the Middle East and Africa region• Communicated with key clients in order to process instructions from the date of filling up until the issuance of the trademark certificate of registration• Created records for the instructed jobs by using IPMS and put tasks and reminders to maintain their follow ups related to payments, deadlines and all other related matters• Issued invoices, followed up on unsettled invoices, posted invoices online in case e-billing is required and organized invoice entries on spread sheets.	Beirut, Lebanon
2016 – 2017	BIOMÉRIEUX Administrative Assistant Project Management <ul style="list-style-type: none">• Provided training sessions on SolarWinds web console for the Executive Director IT Solutions Services and Project Managers to ensure proper software usage• Monitored the performance of internal and external servers such as SQL, Myla, CorePoint and LabCorp using SolarWinds and SecureLink web consoles• Prepared documentations and manuals utilizing SAS visual Analytics software for web and tablet applications for education departments at customer sites• Enhanced interpersonal, leadership, communication and organizational skills; thrived within detail-oriented, deadline-driven environments and improved in Microsoft Office	Durham, NC
2015 – 2016	THE FIRST GROUP Property Consultant <ul style="list-style-type: none">• Initiated and opened customer accounts for real estate investments, met performance benchmarks in all areas, exceeding sales objective target of greater than \$ 50K per month• Handled customer inquiries, complaints, payment methods, and managed contract services and sales support through coordinated meetings with customers and sales team• Developed priority list of potential customers using (One Agent) Tele Sales Software in integration with CRM in order to monitor case progress and develop follow-up plans	Dubai, UAE
2014 – 2015	LEBANESE AMERICAN UNIVERSITY IT Support Technician <ul style="list-style-type: none">• Assisted the IT administrator in leading a group of financial- aid students by assigning tasks to each team member and provided training to all new team staff members• Conferred with staff, users, and management to establish requirements for new systems and/or modifications in order to provide user friendly and efficient work environment• Oversaw the daily performance of computer systems to maintain record of daily data communication transactions, problems and remedial action taken and installations	Beirut, Lebanon
ADDITIONAL	<ul style="list-style-type: none">• Fluent in Arabic, Portuguese, Spanish and have spent more than 7 years in Brazil, as well as have traveled the circumference of the earth the equivalent of 6 times to over 4 nations• Volunteered at Beirut Marathon; organized and handed out shirts, assisted runners, greeted participants with event guides, answered questions and provided race details• Vice president of the Brazilian Club for three years at the Lebanese American University assisted the President with the oversight of the student organization including event planning and supervised student organization meetings in the absence of the President	