KARAM ZOUHAIRY, MEM, PMP

Mobile: +961 76 616467
E-mail: k.zouhairy@gmail.com

Beirut
Lebanon

Education

- American University of Beirut, Lebanon   May 2018
  Master's in Engineering Management
- American University of Beirut, Lebanon   December 2015
  Bachelor of Engineering, Mechatronics Track
  Graduated *with Distinction* (GPA: 3.7/4)

Awards & Certifications

- PMI Project Management Professional, PMI-PMP   April 2020
- Salesforce Certified Service Cloud   February 2020
- Salesforce Official Certified Instructor   March 2019
- Salesforce Certified Administrator   March 2018
- Salesforce Certified Platform Developer   June 2017
- Certified LABVIEW Associated Developer   July 2015
- AUB Creative Achievement Award for the best final year project   May 2015

Professional Experience

- *EI-Technologies*   2016 - Present
Senior Consultant / Certified Salesforce Instructor

- Planned, managed and coordinated different CRM projects using Agile methodology.
- Led and collaborated with in-house and virtual teams in Paris and Beirut to fulfill consulting jobs and development tasks.
- Controlled project quality objectives to maintain customer satisfaction.
- Obtained a detailed understanding of clients' internal processes and workflows to enable better service delivery and enhance client relationships.
- Provided clients on-site consulting services and trainings.
- Exposed to different markets such as retail industries, non-profit organizations, and service companies.
- Presented more than 10 Salesforce official trainings between Paris and Beirut.

- *National Instruments*   June - August 2015
Intern / Certified LABVIEW Associate Developer

- Completed the Core 1, Core 2, and Embedded, Control and Monitoring courses for LABVIEW program.
- Designed, implemented, and programmed a "Two-Wheeled Self-Balancing Robot" using LABVIEW as software and MyRIO as hardware.

Professional Projects (EI-Technologies)

- Babilou (Paris, France)
February 2020 - Present

- Led a CRM project to enhance pre-school students' management around the world.
- Collaborated with two teams in Paris and Beirut to ensure proper system development and client engagement.
- Scheduled weekly meetings with relevant stakeholders to maintain client satisfaction.
- Performed quality control on project activities.
- Helped team members in designing, estimating and developing project activities.

- Crown Flour Mills (Beirut, Lebanon)
August - December 2020

- Planned and managed a Salesforce platform implementation project to enhance salespeople activities and cooperation.
- Conducted steering and project committees to direct the project from start to completion.
- Ensured completion of the project within scope, schedule and cost baseline.
- Reported detailed documentation on project specifications and performance baseline.
- Presented several admin and user trainings to facilitate system adoption.

- Ponticelli (Paris, France)
January - July 2019

- Determined project requirements by conducting several workshops.
- Analyzed the client's operations and services processes to develop an optimized CRM.
- Trained the users to facilitate implementation and launching of the platform.
- Guided the technical team to ensure proper data integration between systems.

- Debbas (Beirut, Lebanon)
January - May 2017

- Conducted several workshops to collect project requirements and stakeholder needs.
- Designed and developed a CRM Salesforce application.
- Trained the trainers and provided detailed documentation to facilitate user adoption.

Extracurricular Activities

- AUB: Sports Media Award for the Year 2016-2017
- AUB: Head Leader of 300 Guides during the new students' orientation program
- Shouf swimming competition: Golden Trophy (50 meters freestyle)
- Mira Trading Center: 3-month graphic design course (photoshop, illustrator, InDesign)

Additional Skills

- **Languages**: Arabic (native), French (fluent), English (fluent)
- **Computer Skills**: Office, Assembly Language, C, C++, Java, HTML, AutoCad, Creo, Labview, Matlab and Python
- **Sports**: AUB Water Polo team (Presented Lebanon in Greece Tournament, 2017)
- **Music**: Keyboard player (Oriental), Melodica (Pianica) player