

ADNAN MOHAMAD SARDOUK

Beirut, Lebanon
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adnanmsardouk@gmail.com
Married – February 25th, 1992
Dual National – Lebanese, Greek

OBJECTIVE	Seeking a challenging career path within the domains of business development and/or project management that can utilizes my knowledge and nourish my interpersonal skills.	
EDUCATION	Master of Science in Business Administration	Aug. 2014 – Jun. 2015
	University of Gävle, Sweden Modern Management and International Business Marketing, <i>with Distinction</i> Thesis: ‘Market Challenges Faced by Multinational Corporations in Frontier Markets: The Case of Lebanon’, published (www.diva-portal.org; search Sardouk, Adnan)	
	Bachelor of Arts in Economics	Sep. 2009 – Jun. 2012
	American University of Beirut, Lebanon	
EDUCATION	Lebanese Baccalaureate Part Two	Sep. 1994 – Jun. 2009
	Rawdah High School, Beirut, Lebanon Economics & Sociology with <i>Distinction</i>	
EXPERIENCE	Business Development Department, Senior Officer	Jul. 2015 – Current
	CSC Bank SAL, Beirut, Lebanon <i>Specialized registered bank and principle member (issuer & acquirer) of MasterCard, VISA, JCB, American Express and CUP international cards.</i>	
	<ul style="list-style-type: none">• <u>Project Manager – Mobile Payment Solution</u> Sep. 2017 – Current<ul style="list-style-type: none">○ Lead project person on several mobile payment solution projects initiated at CSC in the following markets: Lebanon, Cyprus, Afghanistan and Jordan○ Project lead for the implementation of service projects offered by MasterCard and VISA○ Projects related to P2P transfers, QR codes and E-commerce, virtual banking, etc.○ Handling the CMO Mobile Application (app revamping, new marketing strategy, introducing new services and increasing clientele target audience) for Lebanon and the region○ Direct contact with Project Implementation, IT Coordination and third party developers• <u>Project Coordinator – Local & International Banks</u> Jul. 2015 – Sep. 2017<ul style="list-style-type: none">○ Maximum optimization of the department’s resources in targeting and understanding virgin markets, potential bank clients and following up with existing clients○ Practical preparedness of weekly project plans and project updates and sharing them on a regular basis with our clients○ Knowledgeable of all electronic payment business lines and functionalities in alignment with Card Organizations’ rules and policies○ Handled various portfolio projects related to card issuing, ATM acquiring and other electronic payment models with banks in Afghanistan, Libya, Malta, Iran, Iraq and Lebanon○ Full know-how on marketing, IT coordination, supply chain and management skills related to initiating projects and card payment segment	

**Project Coordinator, Business Process Reengineering
Averda International, Beirut, Lebanon**

Jan. 2013 – Apr. 2014

- Worked on projects related to processes; compiles data from departments, performs primary assessments and analysis, coordinates field implementations with the departments' heads and documents the projects' progress
- Support Analyst for the business in Angola and Gabon
- Executed business process management, business improvement and business transformation projects and identified best resources utilizations and participants' roles
- Assigned as a Project Coordinator for ISO 9001, ISO 14001 & OHSAS 18001 QHSE Management System Design and Implementation Project for Averda Maroc projects
- Work on the operating model design & business optimization projects
- Conduct research on various business aspects by using different resources and best practice application and aim at building rich informational environment that supports proper decision- making

**Bancassurance Agent, BankMed
Beirut, Lebanon**

Jul. 2012 – Jan. 2013

- Insurance agent for BankMed and AXA Middle East
- Top sales target for the months of October and November 2012
- Reporting to the Bank's Regional Manager and Product Development Office

**ACHIEVEMENTS
& LEADERSHIP**

- Winner of the AUB 2009-2010 SRC Elections for the Faculty of Arts and Sciences
- Cabinet Member in AUB Student Government Body (USFC) 2009-2010
- Vice President of the AUB Youth Club 2011-2012
- President of the Annual AUB Student Orientation Program 2011
- Certificate of Appreciation from the Dean of Students Affairs (2010) for being an active and hardworking member of the student body
- Member of the AUB Consulting Club, Social Club and Economics Students Society, Youth Economic Forum and Lebanese Economics Association 2010-2012

**WORKSHOPS
& SEMINARS**

- Completed **Anti Money Laundry Workshop** and exam regulated by BDL on November 2018
- Completed the **Project Management Professional Course** 905 – PMBOK at the American University of Beirut in April-May 2013
- Attended a Cambridge ELT Training Workshop on "A practical Approach to Critical Thinking Building Blocks" by Cambridge University on March 22, 2014
- Successfully completed a three-day workshop by Starmanship & Associates entitled "Relationship Selling Strategies" from November 10-12, 2012

**SKILLS
& LANGUAGES**

English: Fluent;
Arabic: Native Language;
Greek: Intermediate;
French: Basic
IT: Excel, Word, PowerPoint, Outlook, Visio

REFERENCES

Available upon request

To whom it may concern,

My name is Adnan Sardouk, a Lebanese-Greek dual national, residing in Beirut, Lebanon. I hold a bachelor degree in Economics from The American University of Beirut (2012), and a Master Degree in Business Administration in Business Management from the University of Gävle, Sweden (2015). Also, I have also completed the Project Management Professional Course (PMP905) from the American University of Beirut (2013).

My multicultural background has been my supreme support throughout my study years and career life, where I have been able to cope flawlessly with people from different backgrounds, work cultures and languages. My bachelor degree in Economics has taught me how to rightfully nourish my analytical skills in any given scenario and helped me in understanding cases related to national economy, consultancy and business in general. Seeing the business world rapidly developing in a sense that competition is becoming really high amongst corporates and educated individuals, I have decided to pursue my post graduate studies in order to sharpen my interpersonal skills and expand my circle of knowledge. My master degree in Business Administration taught me how think critically about different types of problems, enhance strongly my communication skills and manipulate data using business modules and sources. I also demonstrate the ability to integrate knowledge and analyze, assess and deal with complex phenomena, issues and situations even with limited resources. Specializing in modern management and international marketing, my master degree allowed me to apprehend profoundly the different assemblies of corporate marketing, strategic management, customer relationship management and advanced financial management. At present, I am seeking a challenging position in your reputable institution that meets my qualifications and expectations.

Accumulating around eight years of work experience, I have worked in the fields of environmental services, insurance and banking and currently in the credit cards/electronic banking industry for the past five years. Moreover, I have pursued several internships in domains such as international organizations (UNDP-DRM, 2011), credit risk management (LGB Bank, 2011), real estate development (Solidere, 2012) and industrial machinery solutions (Skanska, 2015).

My current job as a Business Development Senior Officer for one of the largest electronic banking service provider in the MENA region, CSCBank SAL, provided me with excellent knowledge in running mobile payment solution projects (e-commerce, QR codes, virtual banking, person-to-person/merchant/ATM, card-to-card transfers, etc.), dealing with various clients in terms of preparing business proposals and closing business deals. My work portfolio also extends to penetrating new virgin markets that are still novel to the electronic banking industry and are needy of an outsourcing third party processor to escalate their businesses into the global market scene with full VISA/MasterCard memberships and licenses. Such countries that I handle are, but not limited to, Iran, Malta, Libya, Afghanistan and Iraq.

Prior to my job at CSCBank, I was a Project Coordinator for the largest environmental solution provider corporate in the MENA region, Averda, where I was exposed to the different aspects in the world of waste management such as landfills, sorting plants, waste separation, recycling, tendering bids and waste treatment. I was able to successfully execute projects, critically analyze different business cases and allocate to different countries in the region to follow up and manage the work assigned to me. These jobs have taught me independency, self-responsibility and accuracy in delivering tasks within deadlines.

Moreover, my role as an insurance sales agent at BankMed gave me the opportunity to nurture my communication and sales skills with people, thus achieving top monthly sales charts.

My internships on the other hand introduced me to different work environments, each within a different domain where I was able to make use of my time and understand various business situations. My work

experience added to my bachelor, master and project management degrees have redesigned my interpersonal skills into one distinctive basket filled with conceptualized ideas and relevant development tools, setting me ready to embrace new undertakings and perform work satisfactorily.

Not to forget that good business administration requires excellent leadership skills and wise decision making abilities. My student life at AUB prepared me for such endeavors. During my three years spent at AUB, I have won the SRC students elections in 2009, got elected as a member of the student government body directed by AUB's President and was a Group Leader for two times in the Annual AUB Student Orientation Program 2011-2012. Moreover, I was elected as Vice President of the AUB Youth Club and was member of several extracurricular/academic clubs, such as the Consulting Club, Economics Students Society, Lebanese Economics Association and more, in the purpose of broadening my innovative skills and thinking creatively when it comes to different situations and conditions.

Driven by the will to design my own challenges in any domain I intend to join, and initiating from my self-drawn target in life, which is to become a noteworthy individual in our rapidly changing society and lead any corporate I might join to new endeavours, I find myself eager to join your reputable company. Resting assure that not only will I be holding huge responsibilities, but also, I will be given the chance to implement mind-breaking ideas and to lead the ship to a safe shore with remarkable results and numbers, thus making a change in my entity and ultimately the whole company.

I would like to be part of your esteemed organization where I can put in use my strong education and experience which I have gathered along the years. I am hoping for a challenging position which will grant me the chance to reveal my potential and allow me to contribute innovatively and successfully in this friendly working environment.

Finally, to discuss further your job requirements and my qualifications, I am available anytime, at your convenience, for a meeting. In light of the above, please find attached my resume. Should any references or any further information be required, please do not hesitate to contact me at the email and phone number below.

Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Adnan M. Sardouk