

HAIDAR HARKOUS
CIVIL ENGINEER

OBJECTIVE

Civil Engineering Graduate with total experience in Operations and Customer Service over the past years. Looking to leverage my skills and gain new experience with your organization. I'm disciplined and hardworking and will go beyond the scope of the position.

A PERSONAL INFO

iii D.O.B: 1996/04/09

→ haidar.harkouss@gmail.com

• Barbour, Beirut - Lebanon

**** +961 71 233 135

A INTERESTS



Swimming





Basketball



Table Tennis

A LANGUAGES

Arabic: Native French: Good

English: Advanced

EXPERIENCE

Ecomz - Beirut Digital District, Lebanon

Account Manager | Jul 2022 - Present

- Handle customers' inquiries and requests
- Stay on top of accounts (business stores)
- Generate progress reports
- Identify upsell, cross-sell, and renewal opportunities
- Handle all projects' management on Clickup

Apps Arabi, Offshore Company - Badaro, Lebanon

Product Development Manager - TikTok | Jan 2021 - Jun 2022

- Maintain positive relation with VIP clients
- Manage and develop application's performance
- Prepare weekly and monthly insights' reports

SCHEMAZONE - Toronto, Canada

Project Manager - Internship | May 2021 - Jun 2021

- Communication with stakeholders
- Managing team
- Project charter
- Resource allocation
- Scheduling
- Budgeting
- Conflict resolution
- Project delivery

McDonald's Call Center - Sin el Fil, Lebanon

Supervisor | May 2019 - Dec 2020

- Manage daily shifts
- Connect all the company stores Prepare
- Resolve customers' complaintsPrepare weekly team schedule
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Hourie Enterprise - Beirut

Training/Site Assistant Engineer | Jul 2019 - Aug 2019

- Overseeing Top-Down Construction method
- Inspection of Steel Cages Manufacturing
- Preparing Excel File for Concrete Tests Report

Training/Site & Office Assistant Engineer | Aug 2017 - Sep 2017

- Assisted in developing AutoCAD drawings and plans
- Prepare engineering calculations
- Reviewed calculations to maintain accuracy of technical reports



EDUCATION

Foundations of Project Management - Specialization Course

By Google | July - September 2022 Offered through Coursera

Relationship Management - Specialization Course

Rice University - USA | April 2021 - May 2021 Offered through Coursera

BE in Civil & Environmental Engineering

Rafik Hariri University - Mechref, Lebanon | Class of 2019 CGPA: 82

Lebanese Baccalaureate - General Sciences

Ecole des Frères, Sacre-Coeur, Beirut | Class of 2014



SKILLS

- Managing Team & Operations
- Associative Thinking
- Risk Management
- Attention to detail
- Supportive communication strategies
- Building power and influence
- Managing/Resolving conflicts
- Producing technical documentation
- Vast adaptation with new programs and atmospheres
- Analytical and Quantitative skills
- Handling multiple tasks and meeting deadlines
- Critical thinking, problem solving and time management
- Microsoft Office (Word. PowerPoint and Excel)
- Engineering software: AutoCad, Primavera, Etabs, Plaxis, Geoslope
- Project Management Tool: Clickup