

## RAZAN EL MOUGHRABI

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### OBJECTIVE

Seeking a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

### EDUCATION

**American University of Beirut (AUB)**, Beirut, Lebanon

Aug.'18 –Expected Dec.'21

**Bachelor of Business Administration.** Concentration: Business Information & Decision Systems (BIDS).

**GPA:** 3.2

**Awards:** Recipient of the Farouk and Amal Jabre Endowed Scholarship and Malcolm H. Kerr Memorial Scholarship.

**Beirut Baptist School**, Beirut, Lebanon

May.'18

**Lebanese Baccalaureate** with **Good Standing**

### EXPERIENCE

**Agataz Energy**, Beirut, Lebanon

Sept.'21- Present

Position held: **Junior Bunker Trader**

- Building and developing a portfolio of bunker buyers across the region.
- Ensuing coordinating between prime suppliers and refiners.
- Updating knowledge of trade from A to Z with operational support.
- Following-up on the physical transactions with suppliers and buyers.
- Sending all the documents needed to the accounting department for collection.
- Monitoring on daily basis the trading position, vessel tracker, and market prices to ensure.
- Creating and maintaining connections with marine fuels suppliers to ensure competitive pricing.
- Preparing a portfolio that includes the company's receivables and payables to notify clients 'payments before due date.
- Undergone a 6-week intense training in Glyfada, Greece at our headquarters office where we visited our Greek clients and suppliers, and closed deals with new ones.
- Visited the Piraeus Port and took charge of a ship to ship bunker supply.
- Attended a training course by IBIA where I gained a broader understanding of the specifications of the bunker and lubricants products in addition to the problems we might encounter in this field.

**CIBL for Women**, Beirut, Lebanon

Jun- Jul.'21

Position held: **Research Intern**

- Forecasted the existing and future jobs in the MENA region and analyzed their limitations.
- Identified the gaps and underrepresentation of women in each sector.
- Implemented an action plan that targets the students and youth for raising awareness and empowering girls at a young age.

**Mentor Global Consultants**, Irvine, California

Apr.- May'21

Position held: **Research & Content Development Intern**

- Worked remotely on a research project to suggest a suitable CRM system for a Dubai based financial company (Aafaq) based on the challenges its facing.
- Studied the criteria for the best fit CRM system for a bank or financing company.
- Researched the different types of CRM systems and how they differ from one another.
- Analyzed the features and considered the pricings of different CRM systems to choose the optimal one for company's business operations.
- Pitched the idea of acquiring HubSpot as the main CRM system to Aafaq's senior manager after conducting a detailed analysis of the company's operations and requirements.

**AUB Student Affairs**, Beirut, Lebanon

Sept.'19 -Jan.'20

Position held: **Office Assistant**

- Managed university clubs' financial accounts.

### EXTRACURRICULAR ACTIVITIES

- Attended a workshop related to customer clustering and data preparation delivered by Dr. Walid El Khazen (Nov.'20).
- Attended a workshop on creating an FAQ Chat bot delivered by Dr. Walid El Khazen (Oct.'20).
- Volunteered as a logistics team member at the All-Girls Code at AUB (April 2018).
- Participated in two-day workshop about First Aid program organized by the Lebanese Red Cross (Mar.'17).
- Tutored all subjects for elementary and high school students (2017-2019).

### PROJECTS

**Information System Project**

Sept.'21

- Worked on a consumer-centered information system for LAZE company that will allow clients to quickly access available items, save customer information and shipping details, place and process the orders, and collect customer feedback.
- Determined and structured the requirements needed for developing the information system.

**AI Generated Solution**

Dec.'20

- Introduced an AI-generated solution which helps Career Management Services at AUB tackle the supply and demand problem by reducing the number of unnecessary appointments and answering all frequently asked questions (Chat bot). I worked on data collection, data cleaning, feature selection and feature extraction, creation of a QnA knowledge base, and data analysis.

### SUMMARY SKILLS

- **Computer Skills:** Proficient in Microsoft Word, Excel, PowerPoint, Azure, SQL Database, QnA Maker, @Risk, Microsoft Project
- **Competencies:** Team Leadership, Communication, Team building, Time Management, and Problem-Solving
- **Languages:** Fluent in English and Arabic (Reading, Speaking, and Writing)