

Faisal Abou Harmouche



Contact

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Faisal Abou Harmouche

Languages

Arabic: ●●●●●

English: ●●●●

Skills highlights

- Adaptable
- Verbal Communication
- Strong decision maker
- Public Speaking Skills
- Analytical Skills
- Innovative
- Computer Skills
- Leadership

Objective

Fresh graduate, seeking to transfer my academic knowledge into an effective work place. Looking for an opportunity where I can utilize my skills in an oriented and leading edge organization, which recognizes and values individual's contribution and provides an opportunity for continual growth and advancement.

Education

Modern University for Business and Science (MUBS) (July 2020)

- ❖ Bachelor's Degree in **Business Management**
{Moderated by Cardiff Metropolitan University in **UK**}

Maroun Abboud Official High School- Aley (2015-2017)

- ❖ Official Baccalaureate in Economics and Sociology

Experience

Trainer & Influencer - YALA! Program (Aug2020-Jun2021)

Partners

- ❖ National Democratic Institute (**NDI**)-
- ❖ National Wellness Network (**NWN-MUBS**)

Aim & Coaching Responsibility

- ❖ Implementing the **Youth Activism for Lebanese**
- ❖ Improving civic debate and advocacy skills
- ❖ Monitoring the planning and implementation of the cohort's authentic activities
- ❖ Demonstrating YALA curriculum using a set of pre-prepared presentations via ZOOM classes

Abou Hassan Mini Market - Aley (Jun2020-present)

Owner & Manager

- ❖ Taking care of all orders
- ❖ Cost controller and ensuring customer satisfaction
- ❖ Working to maximize sales and profit

Middle East Airlines (May2018-present)

Call Center Agent (*Sales and marketing division*)

Responsibilities

- ❖ Ticketing and changing reservations
- ❖ Handling special service requests

Burger King - Kallasi Group Company (May2015-May2018)

Shift Manager (May2017-May2018)

- ❖ Responsible for ordering, accounting, maintenance and counting of all food and paper inventory
- ❖ Crew & driver schedule
- ❖ Providing guidance and training to crewmembers
- ❖ Team leader for 20+ employee

Awards

- ❖ Ranking third in a Debate competition in ***Sar El Wa2et on MTV (Live)*** hosted by Mr. Marcel Ghanem and NDI (Dec, 2020)
- ❖ Certificate for being the **Best Shift Manager** in Beirut area (Oct03,2017)

Special Certificates

- ❖ Campus director for ***Hult Prize Foundation*** at **MUBS Aley** (2020)
- ❖ ***Job Readiness-Career Guidance-CV Writing and Interviewing Skills-LinkedIn*** (Apr2019)
- ❖ ***Family Assistance Aircraft Disaster*** from Middle East Airlines (Dec2019)
- ❖ ***Emergency Response Plan*** from Middle East Airlines (Mar2019)
- ❖ ***Altea-Reservation Desktop Web*** from Middle East Airlines (Jan2019)
- ❖ ***Amadeus Airline Reservation System*** from Middle East Airlines (Aug2018)
- ❖ ***Serve Safe® Food Safety*** from Burger King (May2017)
- ❖ ***Foundation of Shift Manager*** from Burger King (May2017)
- ❖ ***LAU Lebanese American University Model Arab League*** participation award (May2014)

Volunteering

- ❖ Vice president in ***Interact*** in Aley region (2016)
- ❖ Observer at ***Lebanese Association for Democratic Elections (LADE)*** (since 2016)
- ❖ Volunteer in ***Lebanese Red Cross Emergency Medical Department*** (Feb2014-Jan 2017)
- ❖ Member and head of committee ***Intellectual Civil Forum (ICF)*** (since 2015)

Coursera and Other Certificates

- ❖ ***Learning Public Speaking Process*** from Rural Entrepreneur (July27,2019)
- ❖ ***Increase Your Financial Intelligence*** from Rural Entrepreneur (June28,2019)
- ❖ ***Emotional Intelligence In Leadership*** from Rural Entrepreneur (May18,2019)
- ❖ ***Microsoft Excell 2016 – Advanced*** From MEA Training Center (2021)
- ❖ ***Microsoft Word 2016 – Advanced*** From MEA Training Center (2021)
- ❖ ***Microsoft PowerPoint 2016 – Advanced*** From MEA Training Center (2021)
- ❖ ***Microsoft Office 365*** From MEA Training Center (2021)
- ❖ ***The Basics of Digital Marketing*** from GOOGLE (2021)
- ❖ ***Basic Internet Marketing Training*** from GOOGLE (OCT 28,2020)
- ❖ ***Introduction to Social Media Marketing*** from Facebook (2021)
- ❖ ***Weight Management: Balancing Calories*** from Emory University (2021)
- ❖ ***Fundamentals of Project Planning and Management*** from University of Virginia (2020)
- ❖ ***Digital Transformations*** from University of ISB (Dec07,2020)
- ❖ ***Positive Psychiatry and Mental Health*** from University of Sydney (Dec02,2020)
- ❖ ***Managing Project Risks and Changes*** from University of California (Nov30,2020)
- ❖ ***Business Writing*** from University of Colorado (Nov22,2020)
- ❖ ***Create Employee Management System*** from Coursera (Nov12,2020)
- ❖ ***Budgeting and Scheduling Projects*** from University of UCI (Noc07,2020)
- ❖ ***Design Thinking for Innovation*** from University of Virginia (Nov03,2020)
- ❖ ***Communicating Business Analytics Results*** from University of Colorado (Oct30,2020)
- ❖ ***Introduction to Project Management*** from Coursera (Oct30,2020)