

PROFILE SUMMARY

I'm passionate about identifying and analyzing business problems hence providing adequate solutions by being independent and eager for completeness and correctness. Add value through my strong analytical skills, as well as my high abilities in problem recognition, research development, and business solutions proposals.

EDUCATION

American University of Beirut (AUB), Lebanon Fall 2019-Summer 2022

Bachelor's Degree in Business Administration Concentration: Business Information and Decision System

Carmel Saint Joseph School, Lebanon Summer 2019

French Baccalaureate in Economics

EXPERIENCE

Heed Consultancy, Lebanon Fall 2021-2022

Junior Consultant Intern

- Developed employee training programs embracing different sales skills through different sales processes and product knowledge thus enhancing customer experience.
- Established business strategy skills through analyzing different market penetration strategies within given industries.

Bassoul-Heneine, Lebanon

Summer 2021

Business Data Analyst Intern

- Accomplished BMW Group International training regarding their different operational information systems, their Service and maintenance workshop's business process map, as well as the need and sales analysis enhancing the customer experience. In addition to Renault's workshop's operation process.
- Suggested a business plan upon data analysis, on how to maximize utility and optimization of the company's systems and processes.

Engineering Façade Solutions, Lebanon

Summer 2020

Supply Chain and Operation Intern

- Analyzed systems structures and procedures used to organize and execute the flow of products and services from the supplier to the manufactory till a successfully manufactured finished good was installed on-site.
- Assessed both internal and external operations and logistics, tracking down the work progress, suggesting solutions to reduce costs, and thus, maximizing optimization.

Beiteddine Art Festival, Lebanon

Summer 2018

Logistic Assistant

- Provided assistance related to logistics and guided the artists in the event preparation.

Engineering Façade Solutions, Lebanon

Summer 2018

Sales and Marketing Intern

- Developed connections with potential clients by attending sales meetings regarding the company and its abroad agencies and products, gathered adequate data creating customer personas to better analyze the customer's needs.
- Constantly researched for new opportunities, managed campaigns through emails and calls, generating sales leads.

PROJECTS

Managing The National Employment Office Information System Spring 2022

- Developed and analyzed databases, and data systems establishing data in accurate and efficient report formats, identifying different patterns
- Built the User Interface UX/UI of the new National Employment office website, and established all its different functionalities.

Manufacturing Information System.

Fall 2021-2022

- Industrialized an Information System to manage the manufacturing process in an aluminum company, to track the progress of raw materials into finished goods, enabling greater efficiency, and maximizing optimization.
- Gathered and Analyzed the different data given from the different departments, determining the bottleneck to better establish the new process flow.

AI Predictive Maintenance Module.

Spring 2021

- Identified and Analyzed a business problem in a Steel manufacturing company, gathered the adequate requirements through Data cleaning and Feature engineering processes to develop the module.
- Implemented an AI module to maximize the optimization of the maintenance process, by predicting all the different types of machine maintenance and thus being able to prevent them.

EXTRACURRICULAR ACTIVITIES

L'Oréal Brandstorm 29th edition

Spring 2021

- Participated in the L'oréal's competition "Inventing the beauty shopping experience through entertainment", made it to the national finals.
- Suggested "BOO" your next makeup artist powered by Artificial Intelligence, that can know and apply your most adequate makeup look.

The American University of Beirut's Elections

Fall 2020

- Led the team of the Sophomore's candidates as a USFC (University Student Faculty Committee) candidate in my faculty provided them an orientation program regarding elections, managed and guided them throughout the election process.

The Association of Forests, Development, and Conservation, AFDC

Fall 2017-Spring 2018

- Volunteered as an active member enhancing local environmental awareness and acquiring ecosystem protection and prosperity.
- Contributed to a three-day ecotourism workshop funded by USAID promoting ecotourism ideas and guidance in hometowns.

Project Lebanon, Seaside Arena

Summer 2018

- Assisted, Organized, and Attended Project Lebanon representing an Aluminum Manufacturing company.

SUMMARY SKILLS

- **Languages:** Fluent in French and English (Reading, Speaking, Writing). Basic Arabic.
- **Computer skills:** Proficient in MS Office such as Word, Excel, Powerpoint, Access, Azure; Autocad. Familiar with Chatbots implementation. Competences in Invision prototype. Currently learning Python, Tableau and SQL.