

Amer Ahmad Al Baba

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EDUCATION

Master's degree in business administration, GPA: 4.0/4.0

Lebanese American University (LAU)

Jan 2021 – July 2022

Graduate coursework: Data Mining and Forecasting Techniques, Business Data Analytics, Strategic and Financial Management, Management Theory, Quantitative Business Methods. Awards: Received 75% graduate assistantship based on merit.

Bachelor's degree in Mechanical Engineering, GPA: 3.41/4.0

American University of Beirut (AUB)

Sept 2016 – Dec 2020

Graduated with Distinction – Placed on the Dean's Honour List.

Undergraduate coursework: Thermodynamics, Heat Transfer, Renewable Energy, Manufacturing Processes, Mechanical Design.

WORK EXPERIENCE

Management Consultant at TEAM International (Arabic Speaker)

Sept 2022 – Present

- MSME Focus Group Study in 3 Governorates of Iraq:
 - Organization of sets of 4 focus group sessions in each of the 3 governorates, over a two-day period, covering 4 subject areas; Government Agencies, External Stakeholders, Private Sector and Financial Institutions.
 - Design and publication of script booklets and participants files for the focus group sessions.
 - Preparing one report per location covering all subject areas (including a SWOT analysis and recommendations).
 - Final Report summarizing the overall findings and recommendations of the focus groups outcomes.
- Business Processes Reengineering at Ministry of Education (MOE) in Jordan:
 - Participated in the study of existing key services and processes of directorates at MOE.
 - Assisted in the development and updating of process maps and standard operating procedures (including BPMN).
- Business Processes Reengineering at Greater Amman Municipality (GAM)- Jordan
 - Assisted in evaluating current e-service journey.
 - Participated in the study of the e-services in terms of ease, especially if there are any redundancies or duplications.
 - Participated in the study of the proper completion of the e-service

Graduate Research Assistant at Lebanese American University (LAU)

Jan 2021 – July 2022

- Analyzed the web accessibility as well as the accessibility statements of various universities.
- Research study on the Lebanese Red Cross "Volunteer Management in Fast-Paced Environments":
 - Led and transcribed the focus group discussions held with the Lebanese Red Cross. Translated documents as well as datasets related to the research study.
 - Performed qualitative data analysis by coding 30% of huge social media datasets using NVivo 12 software.
- Assisted and supported associate professor of operation management in the undergraduate course "Data-Driven Design Thinking."

Research Intern at Issam Fares Institute for Public Policy and International Affairs (AUB) June 2020 - Sept 2020

- ACT SMART (Agri-Food & CleanTech) Innovation Hub project with Berytech:
 - Supported the research team in the literature review on Cleantech in general, and more specifically in the energy sector innovation opportunities. Led and managed a call center operation for around 700 small and medium enterprises (SMEs). Organized and managed data on Google Sheets and Excel related to these SMEs.

SKILLS

IT: Computer Skills. Proficient in **Microsoft Office Excel, Word, and PowerPoint**. Google Sheets, Docs, and Slides. Outlook. Tableau. Nvivo. SPSS. AutoCAD. **Soft skills:** Interpersonal Skills, Presentation Skills, Technical Writing, Research, Data Analysis, Analytical Skills, Communication Skills, Leadership, Problem Solving, and Critical Thinking.

Languages: Arabic (Fluent, Full Professional Working Proficiency)- English (Fluent, Professional Working Proficiency).