



Michele El Khoury

Senior Program Manager

High-performing management major eager to join an innovative organization, where I can apply my educational, interpersonal and organizational knowledge and skills in a new environment

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📍 Beirut, Lebanon

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WORK EXPERIENCE

Senior Program Manager - Arts and Culture Department

ESA Business School

2018 - Present

Beirut, Lebanon

Achievements/Tasks

- Developing a new department from idea to execution
- Planning overall strategy of the different programs, monitoring them and contributing to the development of new products and services
- Working on identifying new talents and recruiting high level candidates
- Organizing multiple networking events

Program Manager - Executive Education Department

ESA Business School

2016 - 2018

Beirut, Lebanon

Training and consulting department of the school

Achievements/Tasks

- Designed and implemented and pedagogically engineered different programs
- Planned sales activity, scouted new opportunities, including retargeting existing customer database to identify sales opportunities
- Analyzed project profitability (including revenue and margin) and ensured meeting budget requirements Interpreted information and conducted research

Program Coordinator

ESA Business School

2012 - 2016

Beirut, Lebanon

Training and consulting department of the school

Achievements/Tasks

- Implemented relationship with professors, clients and suppliers
- Planned the workshops and certificates calendar of the year
- Organized study trips and encounters with high level luxury companies and managers
- Contributed to the development of new products and services, based on customer feedback
- Maintained a strong working knowledge of client portfolios and products with the department
- Helped developing and implementing a customer service policy to measure customer satisfaction and improve services
- Handled face-to-face enquiries from customers for several products offered by the Executive Education department

SKILLS

Computer Skills: fully competent with Microsoft Office

EDUCATION

— Bachelor in Business Administration

Université Saint-Joseph (USJ)

2006 - 2010

Beirut, Lebanon

— French Baccalaureate – literature

Collège des Soeurs des Saints Coeurs, Sioufi

2006

Beirut, Lebanon

CONFERENCES & COURSES

Certificate in Luxury Management (2013)

ESA Business School and Institut Francais de la Mode IFM

Business Planning

ESA Business School

Brand Management

ESA Business School

INTERESTS

Yoga

Swimming

Hiking

Outdoor activity