

# Elie Youssef Keryakos

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## Professional Summary

**Multifaceted project coordinator experience:** Over one year of experience in leading and coordinating local and international project initiatives, from defining scope and deliverables to ensuring timely execution, resource alignment and team collaboration using agile methodologies.

**Product expertise and solution catalyst:** skilled in the development, planning and delivery of business solutions through the creation of digital wireframes and design prototypes.

**Advanced levels of computer and software competence:** Strong understanding and practical experience in a variety of programming languages, design tools, database management softwares and project management platforms.

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## Education

**Bachelor of Science in Computer Science-Information technology** **2023**

Notre Dame University-Louaize, Zouk Mosbeh

GPA: 3.29/4

**Scholarship Project:** Khamsa APP and Website

**Description:** Led a team of five to develop an app and website to help people in rural areas sell their products online.

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## Certifications

**Certified Résumé & Cover Letter Strategist** **(In Progress)**

SMART Skills Group | American Institute for Applied Education - USA (AIAE) | European Accreditation for Quality Management Guidelines for Training

**Certified NewGen Peacebuilder** **2021- Present**

NewGen Peacebuilder | Mothering across continents | Rotary action group for peace

**UI/UX Design Expert** **November 2022- March 2023**

Skilling Up Lebanon Project | Simplilearn & Forward Mena

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## Memberships

**Lebanese Information Technology Syndicate July 2023 – Present**

Headquarters: Kaslik, Keserwan District, Lebanon

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## Professional Experience

### Tech Project Coordinator

*Cleartech, Beirut, Lebanon*

**January 2024- October 2024**

- Collaborated with project stakeholders to define project scope, goals and deliverables.
- Worked on a digital KYC solution and conducted presentations for the clients.
- Managed and resolved over 100 client bug reports and feedback requests, ensuring timely and effective solutions to improve product functionality and customer satisfaction.
- Traveled to Dubai to conduct live training and demonstrations for the client.
- Developed and designed project architecture and wireframes using UI/UX Tools.
- Helped nearly 500 users onboard, leading to a 90% increase in product engagement and reach.
- Participated in post-implementation reviews to assess project outcomes and identify areas for improvement.
- Facilitated effective communication among project stakeholders and providing regular updates on project progress.
- Maintained project documentation, including project plans, status reports, and meeting minutes.

### Microsoft Cybersecurity Consultant Internship

*Information and Communication Technology W.L.L, Doha, Qatar (Remote)*

**October 2023- November 2023**

- Trained on Microsoft Azure, IT service management, Email Security, Microsoft Intune, Mobile application Management, System Administration, Azure Active Directory and Mobile Device Management.

### IT Executive

*Aramex, Dekwaneh, Mar Roukoz Street*

**August 2023 – October 2023**

- Setted up workstations for employees (software/hardware).
  - Ensured optimal stock levels and meticulously updated the ICT inventory, supporting smooth and uninterrupted operations.
  - Guaranteed full functionality of the ICT infrastructure, minimizing downtime and enhancing operational efficiency.
  - Implemented and enforced global and country-level ICT policies and procedures, fostering a compliant and secure environment.
  - Provided expert training and advice to end-users, empowering them to effectively utilize the ICRC's ICT systems.
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## Skills

### Technical Skills:

- **Programming Languages:** HTML, CSS, PHP, C++, C#, JavaScript
- **Design tools:** Figma, Canva
- **Database Management:** PhpMyAdmin, SQL Management Studio
- **Data Visualization:** Power BI
- **Project Management Platforms:** Jira, Click up, Microsoft Office

**Soft Skills:** Leadership, Accountability, People Management

**Languages:** Arabic (Native) , English (Full professional working) , French (Advanced)

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## Extracurricular Activities

### Rotaract Club Beirut Cosmopolitan

November 2022- Present

*Beirut, Lebanon*

- Head of Personal development committee

### NewGen Peacebuilders Lebanon

June 2021 – July 2021

*Dbayeh, Lebanon*

- Worked on a community service project (**Targeting the SDG 1 Goal**) by creating a website that connects restaurants with excess food with NGOs in need.
- Trained People on Peace education.

### Emergency Medical Technician

2019-Present

*Lebanese Red Cross, Jezzine, South Lebanon*

- Responded to emergency calls in a timely manner, providing immediate care to patients. Patient Care. • Assessed patients' conditions, provided first aid, and stabilized them during transport to hospitals. Ambulance Operations.
- Managed and operated emergency medical vehicles, ensuring the safe transportation of patients.

### Eclaireur

2011-2017

*Scout Du Liban*