

KAREN HADDAD

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EDUCATION

Antonine University

Bachelors in Business Administration

Baabda, Lebanon

Graduation Date: Jun 2020

Institute of Managerial Accountants

Certified Management Accountant

United States of America

WORK EXPERIENCE

Agoniste Coffee Shop

Operations Specialist

Zalka, Lebanon

Sep 2023 - Dec 2023

- Improve operational efficiency by 20% through training sessions on operational procedures, customer service, and food safety
- Develop performance evaluation systems and implement performance improvement plans for 20 staff members including people with disabilities
- Manage staff schedules for 20 employees and addressed attendance and engagement issues
- Increase employee retention by 15% by fostering a positive and collaborative work environment
- Implement efficient inventory management practices that minimized waste and spoilage for 80 products
- Develop and implement standardized recipes to ensure portion control and consistency for 80 menu items
- Recommend adjustments to pricing, portion sizes, and menu layout, resulting in a 10% profitability increase
- Conduct market research to identify new business opportunities and adapt to changing trends in the industry
- Collaborate with management to establish and track key performance indicators (KPIs)

AVSI Foundation

Youth Adolescent Business Development Officer

Sin El Fil, Lebanon

Feb 2023 - Aug 2023

- Assist Agoniste Coffee Shop in opening a new bakery with a draft business plan and financial study, increasing revenue.
- Design and deliver engaging workshops and programs focused on basic business planning, life skills development, and social inclusion for youth and adolescents
- Conduct needs assessments and research to identify key areas for intervention within the community
- Provide technical assistance and guidance to youth-led businesses and initiatives, ensuring their sustainability and growth
- Build strong partnerships with other organizations, stakeholders, and government agencies to advance youth development initiatives
- Advocate for youth rights and well-being through policy and program promotion
- Partner with the M&E team, implementing robust monitoring and evaluation systems for youth development programs
- Analyze data and assess program effectiveness to ensure continuous improvement
- Deliver training sessions and workshops on various youth development topics

AVSI Foundation

Income Generating Officer

Sin El Fil, Lebanon

Oct 2022 - Mar 2023

- Analyze micro, small, and medium enterprises (MSMEs) and cooperatives within the target youth demographic
- Identify viable income-generating opportunities aligned with local market needs and youth interests
- Develop and implement a fair and transparent selection process to identify promising young entrepreneurs
- Conduct personalized one-on-one coaching sessions to guide participants in crafting winning business plans
- Provide ongoing mentorship and support throughout the business development journey
- Assist the senior business coach in delivering comprehensive workshops on business plan development

- Facilitate interactive learning sessions and empower participants to refine their entrepreneurial vision
- Secure necessary quotations and payment slips to ensure efficient grant utilization
- Maintain accurate and meticulous financial records for grant disbursement and reporting
- Collaborate with the M&E department to collect and validate data using various M&E tools

AVSI Foundation

Jounieh, Lebanon

Business Coach

Oct 2021 - Jul 2022

- Partner with entrepreneurs and business owners through personalized coaching and mentoring, supporting them in achieving their specific goals and overcoming challenges.
- Identify areas for improvement and develop customized strategies to enhance profitability, productivity, and efficiency across all business operations.
- Design and deliver engaging training programs and workshops to enrich the skills and knowledge of entrepreneurs and business owners.
- Provide expert advice and guidance on key business areas, including business planning, marketing, sales, finance, human resources, and more.
- Build and nurture relationships with other coaches, business support organizations, and stakeholders to create a dynamic network fostering growth and success.
- Offer tailored support and guidance to entrepreneurs during the crucial start-up phase and throughout the entire growth and development journey of their businesses.
- Maintain comprehensive databases relate to business coaching programs and initiatives.
- Facilitate data collection and validation via various M&E tools for the M&E department's TVET activities.

Sbeih Virtual Assistance

Jnah, Lebanon

Virtual Assistant

Jun 2020 - Sep 2021

- Manage complex calendars and schedule appointments and meetings
- Coordinate travel arrangements, including booking flights, hotels, and ground transportation
- Conduct research and prepare reports as needed including drafting SOPs, managing emails and phone communications, including responding to inquiries and training messages
- Create and edit documents, presentations, and spreadsheets as needed
- Participate in meetings and execute new market strategies to reach new audiences
- Manage special projects as assigned
- Ensure timely completion of tasks and projects
- Create content for various social media platforms

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, Word, PowerPoint), Business development, Market research, Strategic planning, Training, Time Management

Interests: Member in the Lebanese Scouts Association (since 2013)