

TIA AL BARDAN

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Personal Profile

Driven Business Development Representative with a strong focus on leveraging Generative AI (GenAI) to innovate and transform industries. With a Bachelor's in Management Information Systems from Lebanese International University, I combine technical skills in Java and Python with a strategic approach to solve complex business challenges. Passionate about integrating AI into educational and corporate environments to drive growth and foster a smarter future.

Professional Experience

Business Development Representative

boxMind.ai — October 2023 – Present

- Leading the charge in driving AI adoption across the education sector, focusing on innovative, GenAI-powered learning solutions.
- Developing cutting-edge business development strategies that are pushing boxMind to the forefront of AI-driven education.
- Analyzing emerging market trends, staying ahead of the curve, and crafting bespoke AI solutions to ensure sustainable, long-term growth.
- Building strong partnerships, leveraging AI's unique capabilities to deliver personalized learning experiences for institutions.

Manager

McDonald's, Lebanon — 2023

- Fostered a dynamic work environment by leading teams with empathy and motivation, ensuring operational efficiency in a fast-paced setting.
- Encouraged a feedback-driven culture that motivated crew members to consistently perform at their best.
- Delivered results through effective leadership, from managing safety protocols to resolving high-pressure situations on the spot.

Crew Trainer

McDonald's, Lebanon — 2021 – 2022

- Trained and inspired new hires to embrace the company culture, teaching them customer service excellence and operational procedures.

- Acted as a role model for the team, exemplifying dedication, adaptability, and customer focus in every shift.
- Elevated team performance by providing regular, actionable feedback.

Hostess / Customer Service

McDonald's, Lebanon — 2019 – 2021

- Engaged customers in a personalized way, ensuring every interaction was memorable and creating “golden moments” for guests.
- Participated in feedback loops to improve the overall guest experience, contributing to service innovation.

Swimming Coach

Rest House Tyre Hotel & Resort — 2016 – 2018

- Instilled confidence in young swimmers, transforming fear into joy by teaching essential swimming techniques in a fun, safe environment.
- Created a welcoming, motivating atmosphere that fostered learning and personal growth.

Education

Bachelor of Science in Management Information Systems

Lebanese International University, Tyre — 2018 – 2021

- Mastered programming languages such as Java and Python.
- Acquired a deep understanding of business analytics, operational efficiency, and problem-solving methodologies.

High School Diploma

Cadmous College, Tyre — Graduated in 2018

- Specialization in Economy and Sociology.

Hard Skills

- **Programming Languages:** Java, Python
- **AI Expertise:** Generative AI, AI and Robotics in education
- Business analysis and problem-solving
- Sales performance analysis and lead generation
- CRM tools (HubSpot, Salesforce, GoHighlevel, LinkedIn Navigator)
- Microsoft Office Suite (Excel, Word, PowerPoint)

Soft Skills

- Visionary leadership with a strong focus on team management
- Exceptional communication and interpersonal abilities
- Strategic time management and multitasking
- Customer-centric service and relationship building
- Quick adaptability in dynamic, high-pressure environments
- Strong critical thinking and decision-making capabilities

Achievements

- *Hostess of the Quarter* at McDonald's Lebanon — Recognized for going above and beyond in delivering extraordinary customer service across all branches.
- Completed Manager and Crew Trainer certifications, solidifying my leadership and training capabilities.
- LSM Recognition Award for significant contributions in delivering world-class quick service experiences.

Languages

- Fluent in English and Arabic
- Basic proficiency in French

Hobbies and Interests

- **Running, Swimming, Biking:** I stay active to maintain both physical and mental well-being, bringing discipline and perseverance into every facet of life.
- **Drawing:** My creative outlet, where I translate abstract ideas into tangible visuals.
- **AI & Innovation Enthusiast:** Constantly exploring the future of AI, with a passion for integrating it into real-world applications to solve complex problems.
- **Problem-solving:** Driven by a curiosity for finding innovative solutions to business and technical challenges.