

Mark El Ayache

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Experienced professional with a strong focus on research, project management, and solving problems efficiently. Skilled at leading teams and managing projects that use data to drive decision-making and improve business processes. Known for delivering practical solutions that align with business goals and enhance performance. Proficient in data analytics and automation, with a proven ability to streamline workflows and optimize operations. Strong research background, with published works and a solid foundation in using technology to improve organizational success.

Experience

EV Engine LLC

Senior Business Consultant

*Apr 2024 – Present
USA (Remote)*

- Tasked with creating financial integrations for a startup focused on developing financial analysis solutions tailored to private equity firms.
- Leveraged advanced data analytics to deliver **Power BI dashboards** that enhanced clients' standing in the competitive private equity landscape.
- Developed **interactive financial dashboards** for comprehensive reporting and analysis, streamlining decision-making for executive teams.
- Maintained the highest standards of **data integrity and accuracy**, ensuring reliable, **real-time decision-making** across multiple departments.
- Utilized **coding** and **artificial intelligence** to automate data processes, increasing efficiency and reducing manual work by 90%.
- Aligned data-driven strategies with overarching business goals, driving enhanced decision-making and business outcomes.
- Specialized in **financial data visualization** to optimize business insights, ensuring consistent quality and performance.
- Worked with **Azure Databricks, Azure DevOps, Microsoft Fabric, and QuickBooks** to manage and streamline financial data integration, improving reporting efficiency and operational workflow.

Maids.cc

Software Expert Lead

*May 2022 – May 2024
Dubai (Remote)*

- Tasked with managing different platforms for an established company that provides visa services for domestic staff to clients within Dubai.
- Managed and improved operations across multiple software platforms, including **Ziwo, LivePerson, Respond.io, Freshchat, PayTabs, Jira, and Microsoft Teams**.
- Implemented **advanced WhatsApp bot flows**, enabling seamless handling of thousands of daily customer interactions reduced customer handling time by 60%.

- Automated departmental workflows using **Python** and **JavaScript**, resulting in optimized processes and improved efficiency.
- Designed and analyzed **ad-hoc reports** using **Google Sheets App Script** and **Python**, supporting data-driven decision-making.
- Led and coordinated a team to ensure **efficient project execution**, delivering results on time and within scope.
- Worked closely with the marketing department to generate custom messaging for clients based on previous interactions, ensuring personalized and targeted communication strategies.
- Collaborated with the several teams to **automate key processes, streamlining workflows** and **resolving technical challenges**, which enhanced overall marketing **efficiency** and department **performance**.
- Collaborated with business owners to **gather requirements** and translate them into **actionable technical specifications** for developers, ensuring successful implementation of projects that aligned with business goals and enhanced overall **operational efficiency**.

Notre Dame University
Software Instructor

Sep 2019 - Jan 2020
Louaize, Lebanon

- Conducted software programming classes for undergraduate students, focusing on Civil 3D
- Developed and delivered course materials, including lectures, hands-on exercises

Notre Dame University
Software Instructor

Sep 2018 - Jan 2019
Louaize, Lebanon

- Taught software programming courses to undergraduate students, covering Synchro, HCS+, and Aimsun.
- Created and presented course content, incorporating lectures, hands-on activities, and interactive exercises.

Zein Engineering
Civil Engineering Intern

Feb 2018 - Apr 2018
Ghazir, Lebanon

Architectural Matters Studio
Civil Engineering Intern

Jul 2016 – Aug 2016
Jal El Dib, Lebanon

Education

MS, Transportation Engineering
Notre Dame University - Louaize

Sep 2019 – May 2021
3.55 GPA

BE, Civil Engineering
Notre Dame University - Louaize

Sep 2013 – May 2017
3.35 GPA

Publications

- (2019) SENSITIVITY ANALYSIS OF PERSONAL RAPID TRANSIT PARAMETERS IN URBAN SETTING: CASE STUDY OF BEIRUT. Jawad, D., Aouad, C., Rouhana, F., & El Ayache, M. Accepted as Part of Proceedings of Advances in Computational Tools for Engineering Applications (ACTEA) Conference. Beirut.
- (2018) INVESTIGATING VIABILITY OF PERSONAL RAPID TRANSIT IN EXISTING CENTRAL BUSINESS DISTRICT: CASE STUDY OF BEIRUT. Jawad, D., Youssef, R., & El Ayache, M. Proceedings of CityStreet3 Conference. Beirut.

Skills

- Problem-Solving & Critical Thinking
- Data Analytics & AI-Powered Automation
- Data Visualization (Power BI, Tableau)
- Azure Databricks & Data Integration
- Leadership & Team Management
- Workflow Automation (Python, JavaScript)
- Project Management & Research
- Fast Execution & Results-Drive

Certificates

- Python Pro Bootcamp — Aug 2022
- Web Development Bootcamp — Dec 2021
- Google Data Analytics Specialization — Dec 2021

Languages

English - Fluent

Arabic - Native

German - Intermediate

Personal Interests

Gym

Reading

Learning

Socializing