

EDUCATION

Bachelor of Engineering in Petroleum Engineering
Notre Dame University (NDU)

WORK EXPERIENCE

Business Development Manager
Agricom

Beirut, Lebanon

Agricom Provides Innovated Tools for Sustainable Farming, with Sales Optimization, Waste Reduction, and Risk Mitigation.

Achievements/Tasks

- Conducted research for hiring initiatives, assisting in identifying and evaluating potential candidates to streamline the hiring process.
- Prepared presentations for funding applications, contributing to the successful acquisition of grants and investment opportunities.
- Prepared and delivered technical product presentations to senior stakeholders, tailoring solutions to address client-specific business challenges.

Solution Engineer
Dictalive

Beirut, Lebanon

Dictalive is a company that provides e-health services.

Achievements/Tasks

- Led the integration of RESTful APIs for CRM systems, optimizing customer interaction processes and enhancing data flow efficiency.
- Collaborated with product development and engineering teams to ensure technical feasibility and implementation of tailored solutions.
- Defined and executed CRM implementation plans, coordinating with cross-functional teams to ensure the timely delivery of technical solutions and achieve client objectives.

Call Agent / CRM Manager
Strayton Group

Beirut, Lebanon

Strayton is an international sales call center

Achievements/Tasks

- Customized and implemented CRM solutions tailored to specific client business needs, improving customer interaction and data management efficiency.
- Developed comprehensive technical proposals and presentations for clients, highlighting product advantages and tailored solutions, resulting in improved customer satisfaction and increased retention rates.
- Led API integration with third-party applications, optimizing system workflows and enhancing customer data management.

SKILLS

Communication & Coordination

API integration

CRM Optimization

Team Leadership & Training

Operations Management

Customer Service

ACHIEVEMENTS

Founder and student Member of the Petroleum Engineering Society

Established an engineering club with 60 active members.

Participant in the International Boost Program at Smart ESA Business School

Forex and Crypto Trading Introducer Broker

LANGUAGES

English

Full Professional Proficiency

Arabic

Full Professional Proficiency

French

Full Professional Proficiency