

Ahmad Karout

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SUMMARY

I am a Computer Science graduate (USAID scholar) and current MSBA candidate at the American University of Beirut (AUB) with strong technical, analytical, and leadership skills. As Operations and Analytics Manager at Maids.cc, I lead a team of six business analysts to drive efficiency and innovation. My leadership roles as President of the USP Club at AUB and the Business Graduate Student Society (BGSS) have honed my ability to inspire teams and deliver impactful results. I bring a blend of technical expertise and strategic vision to every role I take on.

EXPERIENCE

Operation and Analytics Manager, Maids

August 2024 – Present 2023/Dubai, UAE

- Leading a team of six Business Analysts, mentoring and fostering collaboration.
- Streamlined workflows by enhancing Maids.cc ERP system, to make it easy for use and boosting agent efficiency.
- Negotiated a new taxi contract, cutting monthly costs by 40% through optimized ride combination and roundtrips.
- Developed team skills through tailored guidelines and following up with them on their tasks.
- Automated the booking process, reducing manual tasks and improving efficiency.
- Successfully managed remote collaboration across overseas teams using tools like Teams and Google meet.

Technical Test and Functional Analyst, Murex

June 2023 – August 2024 / Beirut, Lebanon

- Collaborated with clients to troubleshoot and resolve technical and functional issues.
- Contributed to CI/CD projects, enhancing process efficiency for clients.
- Utilized Murex software for automated testing, ensuring system robustness and reliability.
- Acted as a key member in back-office operations, addressing challenges and optimizing processes.
- Engaged in Scrum environments, participating in daily standups and utilizing Scrum boards for enhanced team collaboration.

Backend and Database Developer, Bennett&Ranville

September 2022 - May 2023, Remote/Michigan, USA

- Developed a database design with over 60 tables from scratch, to implement the system.
- Developed efficient and professional Stored Procedures, emphasizing maintainable code.
- Created complex views utilizing multiple joins and table connections.
- Built APIs using C# and Azure Functions, testing and refining functionality with Postman.

Back End /Conversational Developer Intern, Bennett&Ranville

April 2022 - September 2022, Remote/Michigan, USA

- Collaborated effectively in Agile (Scrum) environments, achieving project milestones and deliverables.
- Developed and optimized Backend Codes using DB functions, and created efficient APIs using NodeJS and AWS Lambda.
- Built an Alexa skill using AWS Alexa Developer Console, providing an innovative user experience.

PROJECTS

Alexa Home Cook Skill, American University of Beirut

January 2022 - May 2022

- Collaborated with a team of four in an Agile (Scrum) environment, effectively managing sprints and deliverables.
- Designed a robust database architecture and developed the initial backend code for this skill.
- Conducted comprehensive testing to ensure the skill's optimal functionality and seamless user experience.

Crime Prediction, American University of Beirut

February 2022 - May 2022

- Conducted a data science project focusing on crime prediction using machine learning techniques.
- Collected, cleaned, and analyzed complex datasets, utilizing advanced data preprocessing methods.
- Applied statistical modeling and machine learning algorithms in R and Python to predict crime patterns and trends effectively.

Cryptonite, Social Networking Tool for Crypto Traders, American University of Beirut

August 2022 – May 2023

- Led a Capstone Project funded by the MEPI-Create X award, developing a comprehensive platform for crypto traders.
- Built CI/CD pipelines for automated deployment, implemented state management, secured data storage, and build APIs.
- Designed and administered a database, demonstrating expertise in optimizing performance and scalability.

Hunting Profitable Housing Deals, American University of Beirut

September 2024 - December 2025

- Worked with a team of four in a data analytics project for a real estate company, addressing real-world business challenges.
- Managed excel dataset and creating data frame from it by cleaning and exploring them to uncover valuable insights.
- Developed a predictive model using decision trees in R, accurately identifying optimal housing deals for clients.
- Delivered actionable business recommendations, enabling the company to optimize their work.

SKILLS

- **Programming:** Python, R, Java, C++, C#, JavaScript, Dart, SQL, OOP
- **Front-End Web:** HTML, CSS, JavaScript, Bootstrap, React.js, Flutter
- **Back-End:** Express.js, Node.js, Firebase, AWS Lambda, Azure Functions, .NET, AWS Gateway, AWS S3, AWS IAM
- **Databases:** MySQL, PostgreSQL, SQL Server, Oracle
- **Tools:** Unit Testing, GitHub, Jira, Azure DevOps, Heroku, Jenkins, Tableau, Jira

EDUCATION

Bachelor's Degree in Computer Science, American University of Beirut • Beirut, Lebanon • 2023