

MOUSTAFA AL IMAD

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EDUCATION:

Lebanese American University Beirut, Lebanon	Expected 2026
Bachelor of Science in Business Studies- Emphasis in Management- High Distinction	
Bahçeşehir Üniversitesi Istanbul, Turkey	2021-2022
Sophomore Year, Bachelor of Science in Business Studies- Emphasis in Banking & Finance- Honors	
Pakistan International School of Damascus Damascus, Syria	2007-2020
High school Diploma- Medical Subjects O levels & A levels- High Distinction	

INTERNSHIPS & WORK EXPERIENCE:

Harwood Partners FZC, Executive Assistant Dubai, UAE (Remote)	Nov 2024- Present
<ul style="list-style-type: none">Managed the CEO'S calendar, meetings and appointments; coordinated the travel arrangementsOrganized meetings & prepared agendas; drafted meeting summaries & invoicesActed as a liaison between the CEO & external stakeholders; preformed administrative duties	
Maids.cc, Customer Service Agent Dubai, UAE (Remote)	May- Nov 2024
<ul style="list-style-type: none">Addressed 300+ complaints daily, maintaining a calm and professional demeanorCollaborated with team members & other departments, decreasing complaints received by 25%Exceeded KPIs, enhancing response time & customer satisfaction; recorded customer's interactions in the CRM	
Paramount Students, Recruitment Specialist Intern London, UK (Remote)	Feb- June 2024
<ul style="list-style-type: none">Executed all aspects of the recruitment cycle, screening 400+ CVs & responding to the candidates' applicationsScheduled, led & evaluated the outcome of interviews, hiring 5 interns; headhunted potential candidates	
GAO Tek Inc., HR Assistant Team Leader Intern Toronto, Canada (Remote)	Oct 2023- Jan 2024
<ul style="list-style-type: none">Supervised a team of 9 interns, ensuring timely completion of tasks and high performanceManaged the entire recruitment process, from job postings and CV screening to interviews; hiring 7 new internsStreamlined the onboarding process for new hires, including sending agreements & coordinating orientation	
Guide My Way, Business Management Coordinator Sydney, Australia (Remote)	Oct 2023- Jan 2024
<ul style="list-style-type: none">Created & managed social media content to increase brand awareness & engagement & ran paid ad campaignsConducted sales through cold calls & email marketing, targeting both B2B & B2C marketsOrganized & led meetings with existing clients to maintain strong relationships; outreach to build new ones	
Stories, Sales Intern Dubai, UAE (Remote)	Oct 2023- Jan 2024
<ul style="list-style-type: none">Supported the Director of Operations in lead generation & gathered their contact details via LinkedInContributed to office duties including data entry, crafting Excel spreadsheets & cold calling scripts to support sales efforts	

CERTIFICATIONS / AWARDS:

- Fundamentals of Digital Marketing- **Google Digital Garage, 2023**
- INSIDE LVMH Certificate, with specialization in creation, branding, retail & customer experience- **LVMH, 2023**
- Won the 11th Creative Writing Competition in the Prose Category & Distinguished List- **LAU, Spring Semester 2023**
- High Achievers Award in the O Level exams, took part in an official delegation trip to Pakistan that was the first of its kind, which represented the Syrian Arab Republic & attended the Communication Skills Workshop- **PISOD, 2019**

SKILLS:

COMPUTER: Microsoft Office Suite, Google Meets & Sheets, MS Teams, Canva, Asana, Trello, Odoo, Slack & Calendly

LINGUISTICS: Native/bilingual in English & Arabic; B1 level in French & Turkish