

Selena El Helou

Beirut, Lebanon | Phone: +961 70 176234 | Email: elhelouselena@gmail.com

Aspiring Civil Engineer | Customer-Focused | Creative Problem Solver | Team Player

Motivated and detail-oriented Civil Engineering student with 2+ years of experience in customer service and child engagement. Skilled in delivering excellent interpersonal experiences, managing responsibilities under pressure, and applying analytical thinking in real-world settings. Strong academic foundation in engineering, complemented by hands-on knowledge of AutoCAD, Revit, and ETABS. Passionate about blending technical precision with human-centered design and teamwork.

Education

American University of Beirut

B.E. in Civil and Environmental Engineering

Currently enrolled – Expected graduation in 2028

Sep 2023 – Present

College Protestant Français, Mount Lebanon

French Baccalaureate - Graduated with High Honors.

Oct 2021 – Jun 2023

Experience

Glance Bachir - Halate

May 2025 - Present

CUSTOMER RELATIONS ASSOCIATE

- Handle cash, process transactions accurately, and manage daily sales reporting.
- Deliver friendly and efficient customer service in a fast-paced setting.
- Resolve customer inquiries and minor complaints to ensure satisfaction.
- Maintain a clean, organized cashier station aligned with company standards.

Volunteering

COLLEGE MARISTES CHAMPVILLE, MOUNT LEBANON

Jan 2023 – Present

KIDS FACILITATOR AT GVX MOUVEMENT

- Led, design and implement engaging activities for children, encouraging creativity and collaboration.
- Ensured a safe and inclusive environment encouraging personal development.
- Collaborated with fellow facilitators to refine program content.
- Communicate progress updates and feedback with parents.
- Managed event coordination and logistics.

Skills:

- Core Competencies: Customer Relations, Team Collaboration, Problem Solving, Analytical Thinking, Public Speaking, Time Management
- Technical Skills: AutoCAD, Revit, ETABS, Microsoft Office Suite

Languages: Arabic: Native Speaker, English: Highly Proficient, French: Highly Proficient

Certifications & Courses

- ETABS Software, AUB Civil Engineering Club - ASCE (Feb 2025)
- Leadership Training – INGIO Veritas (Mar 2025)
- Communication Skills – INGIO Veritas (Apr 2025)

Extracurricular Activities & Interests

- Varsity Handball Team Member, American University of Beirut (2023 – Present)
Participated in inter-university tournaments; developed teamwork, discipline, and leadership skills.
- First Place – Intra-School Handball Championship, 2020
Won 1st place at College Maristes Champville in an inter-school handball competition, representing the school with outstanding performance.
- Concert Performer: Participated in school and community concerts, showcasing musical talents in piano and singing.