

AFAF YOUNES

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Analytical and driven project professional with 4+ years of experience leading cross-functional initiatives across remote teams, operations, and client service environments. Proven ability to deliver structured, high-quality outcomes in fast-paced, dynamic settings. Adept at managing end-to-end project workflows, facilitating communication across technical and non-technical stakeholders, and improving service quality through documentation, tools, and process enhancement.

EXPERIENCE

1. Client Services Project Manager

Aug 2023 – Present | talentX, Dubai, UAE | Remote

- Led client-facing project delivery across startup and enterprise engagements, ensuring smooth execution and consistent communication.
- Designed and documented scalable workflows to improve cross-team handovers and reduce process errors.
- Acted as a liaison between internal teams and client stakeholders to resolve issues and adapt plans in real-time.
- Regularly used Trello to manage progress, deadlines, and shared deliverables.
- Contributed to content and tool quality through structured feedback loops and continuous improvement efforts.

2. Business Development Executive

Mar 2023 – Aug 2023 | talentX, Dubai, UAE | Remote

- Improved CRM workflows by identifying recurring issues, data quality gaps, and automation opportunities.
- Supported internal processes for proposal generation, reporting, and service delivery optimization.
- Delivered regular reports to leadership, highlighting trends and system-level inefficiencies.
- Contributed to user journey analysis and service enhancement based on client experience insights.

3. Business Development Consultant

Jul 2022 – Feb 2023 | Launch DXB, Dubai, UAE | Remote

- Optimized HR and talent advisory operations by analyzing workflows and service documentation.
- Evaluated performance metrics and proposed process changes that improved client engagement.
- Coordinated partnerships and sponsorships, ensuring documentation accuracy and timely execution.

4. Trainer

Feb 2021 - July 2022 | INJAZ, NGO, Lebanon

- Delivered structured training programs with consistent documentation and reporting.
- Tracked participant feedback and made data-informed refinements to session plans.
- Ensured accurate program data collection and coordinated delivery across field teams.

EDUCATION

Master's Degree In Petroleum Engineering and Works

2019-2020 | Joint Degree Between The University Of Lille – France & Lebanese University

Bachelor Degree In Chemical & Petrochemical Engineering

2014-2019 | Lebanese University – Branch II – Roumieh – Lebanon

Introduction to Software Testing / Software QA

Completed | Udemy

ISTQB Foundation Level Software Testing Certification Prep Specialization

In Progress | Covers fundamental software testing principles, test case design, defect lifecycle, and QA best practices.