

EXECUTIVE SUMMARY

A project management and client relations specialist with 5+ years of experience in ISO certification and business operations. A detail-oriented professional who specializes in audit coordination, client relationship management, and financial operations with a proven track record of managing 60+ client audits and maintaining strong partnerships with international organizations.

FUNCTIONAL EXPERTISE

- Project Management
- Client Relationship Management
- Research & Analysis
- Accounting & Financial Reporting
- Business Communication
- Project Documentation

FUNCTIONAL EXPERTISE DEMONSTRATED

[DQS Lebanon SARL](#) (Licensed partner of DQS Holding GmbH)

June 2020 – Present

A Frankfurt based ISO certification body with 2 employees, ~\$100,000 in revenues, and clients like UN-ESCWA, Fattal, and Sipes.

Planning and Control (September 2022 - Present)

Leads the Firm's day-to-day activities to ensure a coordinated internal process flow

- **Project Management:** Managed 60+ client management system audits based on international standards such as [ISO](#), [SEDEX](#), and [GMP](#), coordinating schedules, documentation, and quality checks to ensure seamless audit execution and client satisfaction across diverse industry sectors.
- **Client Relationship Management:** Coordinated audit processes between auditors and 60+ clients including [Fattal](#), Sipes Paints, and [UN-ESCWA](#), ensuring document readiness and maintaining strong professional relationships throughout certification cycles
- **Accounting and Financial Reporting:** Managed complete accounting and financial operations for the organization, creating Excel-based systems for process optimization and maintaining accurate financial records.

Projects Administrator (June 2020 - September 2022)

Support managers in their activities throughout the different stages of the audit process

- **Research & Analysis:** Performed comprehensive background research on prospective clients prior to quote preparation and conducted quality checks on audit information to ensure compliance accuracy.
- **Project Documentation:** Prepared audit documentation packages and oversaw the management of the document management system, ensuring all client materials met accreditation requirements for successful audit execution.

- **Business Communication:** Coordinated with DQS headquarters in Germany to relay updates and procedural changes while creating marketing materials and managing client communications throughout audit processes.

EDUCATION

Bachelor of Arts (Business Administration). [Lebanese International University](#) (Beirut, Lebanon)

VOLUNTEERISM

Ana Aqra – Administrative Assistant (June 2019 - September 2019): Supported HR and finance operations through document management, employee data verification, and cash flow analysis for an NGO advancing literacy among underprivileged Lebanese children working in association with [UNICEF](#), [UNESCO](#), [OCHA](#), and [MEHE](#).

OTHER RELEVANT INFORMATION

Additional Languages: Arabic (Native Fluency), English (Fluent), French (Beginner)

Technical Skills: Microsoft 365, Excel (Intermediate), Canva, Photoshop, Hubspot, Slack