

Elio Eid

Petroleum Engineer | Sales & Business Development Professional | AI-Driven Solutions

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WORK EXPERIENCE

Operations Coordinator

CAFU

07/2025 - Present

Dubai, UAE

Software Development

Achievements/Tasks

- Coordinating daily operations across service delivery teams, ensuring efficiency and adherence to KPIs.
- Streamlining workflows between sales and operations to optimize client onboarding and retention.
- Ensured operational efficiency by aligning sales, logistics, and customer service.

Sales Development Representative

CAFU - North America

01/2025 - 07/2025

North America

Software Development

Achievements/Tasks

- Prospected and qualified leads, driving new business opportunities across North America.
- Promoted adoption of mobile EV charging technology for corporate clients.
- Built and maintained strong client relationships, consistently exceeding sales targets.

Petroleum Engineer Surveyor

Humber Inspection International Limited

10/2023 - 12/2024

United Kingdom

Achievements/Tasks

- Measured and sampled offshore oil and gas vessel tanks to verify product quantity and quality.
- Collected samples for laboratory testing and prepared detailed technical reports for the Ministry of Oil & Gas and international clients.
- Conducted pre- and post-loading inspections onshore and offshore to ensure compliance with industry and contractual standards.

CRM Manager / Team Leader / Trainer

Strayton Group

07/2021 - 08/2023

Beirut

International Sales Call Centre

Achievements/Tasks

- Lead a team of sales agents, helping them consistently meet and exceed monthly targets. Used KYC processes to better understand our clients and align sales target strategies with their needs.
- Created a new training program for incoming staff cut onboarding time by 30%, making the team more efficient and effective.
- Improved conversion rates by 20% by refining the call script using CRM tools to tailor conversations to each customer's needs.

SKILLS

Cross-Cultural Communication

Problem Solving & Adaptability

Remote & Digital Tools

Technical & Industry Knowledge

Sales & Business Development

Operations & Logistics

EDUCATION AND CERTIFICATES

Bachelor of Engineering in Petroleum engineering - NDU

- Thesis: Enhanced Oil Recovery Using Polymer Injection

International Boost Program - Smart ESA Business School

- The Prix Entrepreneur ESA – HEC : Action Plan Development · Team Development · Business Planning · Marketing and Growth · Startups · Financial Projection · Risk Management

Design Internship – Engineering World Health

- Developed an affordable oxygen concentrator and reusable mask/shield for COVID-19 patients, ensuring 4+ hours of oxygen flow, in partnership with the U.S. Department of State and Stevens Initiative.

Marietta College PioPetro Internship

- In partnership with multiple King Saud University (Saudi Arabia) and the American University in Cairo main focus on : Formation Evaluation · Unconventional Resources · Reservoir Characterization · Seismology

LANGUAGES

English

Full Professional Proficiency

Arabic

Full Professional Proficiency

French

Full Professional Proficiency