

## CHARBEL ZAYED

Zouk Mosbeh, Lebanon

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## Professional Summary

Experienced Digital Learning and IT Officer with extensive expertise in implementing digital education initiatives, IT support, business analysis, and project management. Skilled in training educators, integrating educational technology, collaborating with NGOs and international partners, and analyzing data to optimize learning outcomes. Multilingual professional (Arabic, English, French) with strong technical, organizational, and communication skills.

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## Professional Experience

### Digital Learning Officer | IRC – Lebanon | Beirut & North Lebanon

2025 – *Present*

- Led digital learning implementation across **18 schools and 11 centers** in North Lebanon, collaborating with UNICEF and local NGO partners RMF and AFA.
- Supported the integration of digital education tools (**Akelius, Learning Passport**) to enhance student engagement and digital literacy.
- Designed and delivered **teacher training workshops** on digital platforms and pedagogical best practices.
- Developed and updated **digital learning materials, manuals, and video tutorials** in collaboration with curriculum teams.
- Monitored digital learning strategy implementation; observed lessons, offered feedback, and provided ongoing technical support.
- Troubleshooted platform issues to ensure smooth operations.
- Collected and analyzed **platform usage and student outcome data** for continuous improvement.
- Coordinated logistics for **digital device distribution, tracking, and maintenance**.
- Fostered innovation and digital literacy among educators through **capacity-building initiatives**.
- Collaborated with NGOs and international partners (**UNICEF, RMF, AFA**) to enhance digital learning programs.
- Collected and analyzed **monthly student enrollment data** and prepared detailed reports for UNICEF.
- Attended **weekly coordination meetings** with partners and stakeholders to review progress and address challenges.
- Worked closely with **school focal points and center managers** to plan and oversee weekly digital learning sessions.

**IT Officer / Digital Learning** | War Child Holland | Beirut & North Lebanon  
2021 – 2024

- Implemented digital learning initiatives in **schools and centers**, ensuring effective technology integration.
- Led IT focal points, trained teachers, and conducted regular follow-ups to support digital tool adoption.
- Created WhatsApp groups for **efficient communication**, developed schedules, and installed/updated software on tablets.
- Managed digital hubs in shelters and centers to serve as **e-learning hubs**; offered technology training to improve digital literacy.
- Planned and implemented **digital hub rooms** for students in emergency and community settings.
- Followed up on **Akelius and Learning Passport** implementation; collected data and shared progress reports.
- Collaborated with **Akelius developers** to test new updates and improve platform functionality.
- Partnered with **UNICEF** to develop a guide on using Mesh Net and Classroom server functions for education.
- Provided **capacity building and technical support** to teachers, staff, and other NGOs.
- Proficient in installing, configuring, and troubleshooting hardware, software, and applications.
- Delivered **first-line IT support**, ensuring smooth operations and prompt issue resolution.

**Cost Control / IT Business Analyst** | MindsCrew s.a.l | Dbayeh  
2019 – 2020

- Managed **hardware and software** operations for the company.
- Implemented policies and rules across branches; controlled **Food & Beverage outlets** for wastage, pilferage, and efficiency.
- Approved purchases, assessed total costs, and prepared **variance analysis** for F&B.
- Conducted **data entry analysis and corrections**, performed surprise spot checks, and verified daily revenues.
- Prepared **monthly F&B reports** and distributed them to management.
- As a Business Analyst: understood application programming, database, and system design; tracked, reported, and resolved data and business issues efficiently.

**Cost Control / IT & CRM Administrator** | Ptit Creux s.a.l | Jal Dib  
2017 – 2019

- Analyzed and controlled **branch data, sales, and purchases**.
- Managed supplier relationships and branch needs; researched new products and services.
- Compared proposals, prepared **procurement reports**, and oversaw hardware/software operations.
- Generated **monthly F&B cost reports** and conducted spot checks.

- Managed **CRM data**, set tasks and reminders, identified upselling opportunities, and provided technical support.
- Delivered **reports and analysis** on CRM data to supervisors.

#### **Senior Technical Support** | Omega Software | Jdeideh

2010 – 2017

- Implemented and maintained software systems; resolved software and hardware issues.
- Delivered client **training sessions onsite and offsite** to enhance software usage.
- Conducted thorough **data testing and analysis** to ensure software accuracy.
- Advised on **operational strategies** for new restaurant openings.

#### **Car Park Manager** | Secure Parking | Le Mall Habtoor

2007 – 2009

- Recruited, trained, and scheduled employees; audited cash and finances.
- Developed procedures to enhance operations and reported incidents.
- Maintained **high customer service standards** and ensured cleanliness and organization.

#### **Front Office Shift Leader** | Acropolis Hotel | Kaslik

2005 – 2006

#### **Computer Teacher** | Evolution Pédagogique | Sabtieh

2004 – 2006

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## **Education**

#### **BS in Business Computer** | USEK | Kaslik | 2004 – 2008

**Bachelor in Life Science** | Sagesse College | Jdeideh | 2001 – 2002

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## **Skills & Certifications**

- **IT & Platforms:** Akelius, Learning Passport, Daleela, CWTL, Discovery Education; MS Office (Word, Excel, PowerPoint, Google Forms)
- **Project Management:** Digital learning projects, educational technology integration, business plan development
- **Languages:** Arabic, English, French (reading, writing, speaking)
- **Certifications:** PSEA, BeSafe, Integrity, Essentials, First Aid
- **Other:** Driver's license; ability to work under pressure; fast learner; excellent communication, organizational, and technical skills

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## Projects

- Developed **business plan for El Kaa Municipality** on tourism site development.
- Developed **project plan for children's playground**.

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## Interests

Football, rugby, technology, cars, travel