

Adam HAMMOUD

Lebanon

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Professional Experience

Operations Coordinator – IQUAD Learning Solutions, Furn El Chebbak

Mar 2025 - Present

- Manage learning operations using Microsoft Office 365 and CrossKnowledge
- Create and manage learner accounts
- Build entities, homepages, learning channels, and Blended* courses
- Customize platform content and branding
- Design and send branded email announcements and reminders to learners
- Prepare and share progress reports
- Provide learner technical support and troubleshoot issues
- Support mobile app updates and implementation
- Test content to ensure quality and proper functionality
- Support corporate clients including DP World, MEA, Swiss Butter and others

Logistics & Data Entry Intern – Swapp Car Rental, Dubai (remotely)

Aug 2024 – Feb 2025

- Executed accurate data entry for vehicle bookings and rental records
- Drafted and maintained rental agreements in line with operational requirements
- Monitored vehicle delays and updated booking statuses in internal systems
- Compiled delay and financial tracking reports
- Coordinated daily logistics activities to ensure smooth operations

Customer Service Intern – We Leaders (remotely)

Jun – Aug 2024

- Initiated outbound B2B outreach to introduce company services
- Evaluated prospective clients' needs and interest to identify qualified leads
- Arranged follow-up calls and meetings for potential clients
- Maintained and updated client information in internal tracking systems
- Assisted sales operations through consistent follow-ups and record management

Educational Background

Lebanese American University, Beirut

Sep 2022 – Dec 2024

Bachelor of Science (B.S.) in Business Management

Volunteering Experience

Lebanese Spotlight

Jun 2024

- Supported community initiatives and workshops
- Participated in research, coordination, and public engagement activities

Soliya Connect Program

Sep 2023

- Developed cross-cultural communication and active listening skills
- Collaborated virtually with international participants
- Participated in structured dialogue and problem-solving sessions

Skills and Qualifications

Languages

- Arabic: Native
- English: Fluent
- French: Basic

Tools & Systems

- Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Gmail, Docs, Sheets, Drive)
- Canva Graphic Design Tool
- CrossKnowledge Learning Platform
- Slack Collaboration Platform
- Zoho Applications