

# Elie Youssef Keryakos

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## Professional Summary

**Multifaceted project coordinator experience:** Over 3 years of experience in leading and coordinating local and international project initiatives, from defining scope and deliverables to ensuring timely execution, resource alignment and team collaboration using agile methodologies.

**Product expertise and solution catalyst:** skilled in the development, planning and delivery of business solutions through the creation of digital wireframes and design prototypes.

**Advanced levels of computer and software competence:** Strong understanding and practical experience in a variety of programming languages, design tools, Customer Relationship Management and Enterprise Resource Planning systems and project management platforms.

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## Education

### Bachelor of Science in Computer Science-Information technology

2023

Notre Dame University-Louaize, Zouk Mosbeh

GPA: 3.29/4

**Scholarship Project:** Khamsa APP and Website

**Description:** Led a team of five to develop an app and website to help people in rural areas sell their products online.

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## Certifications

- **Certified Résumé & Cover Letter Strategist** 2024

SMART Skills Group | American Institute for Applied Education - USA (AIAE) |

European Accreditation for Quality Management Guidelines for Training

- **Microsoft Dynamics 365 for Field Service**

*Issued Jun 2025 · Expires Jun 2026*

- **Microsoft Dynamics 365 Customer Service Functional Consultant Associate**

*Issued Feb 2025 · Expires Mar 2026*

- **UI/UX Design Expert**

*November 2022- March 2023*

Skilling Up Lebanon Project | Simplilearn & Forward Mena

- **Certified NewGen Peacebuilder** 2021  
NewGen Peacebuilder | Mothering across continents | Rotary action group for peace
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## Memberships

### Lebanese Information Technology Syndicate July 2023 – Present

Headquarters: Kaslik, Keserwan District, Lebanon

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## Professional Experience

### Presales Engineer

**December 2024 -Present**

*BMB, Beirut, Lebanon*

- Collaborate with the sales team to identify and understand customer needs and requirements.
- Work closely with product development and engineering teams to stay updated on product features and enhancements.
- Provide technical expertise and support during the sales process.
- Develop and deliver compelling product demonstrations and presentations.
- Design and propose customized solutions to meet customer needs.
- Respond to customer inquiries and provide timely and accurate information.
- Prepare and present technical proposals and documentation.
- Participate in trade shows, conferences, and other industry events.
- Provide training and support to the sales team on technical aspects of products and solutions.

### Tech Project Coordinator

**January 2024- October 2024**

*Clartech, Beirut, Lebanon*

- Collaborated with project stakeholders to define project scope, goals and deliverables.
- Worked on a digital KYC solution and conducted presentations for the clients.

- Managed and resolved over 100 client bug reports and feedback requests, ensuring timely and effective solutions to improve product functionality and customer satisfaction. • Traveled to Dubai to conduct live training and demonstrations for the client.
- Developed and designed project architecture and wireframes using UI/UX Tools.
- Helped nearly 500 users onboard each day, leading to a 90% increase in product engagement and reach.
- Participated in post-implementation reviews to assess project outcomes and identify areas for improvement.
- Facilitated effective communication among project stakeholders and providing regular updates on project progress.
- Maintained project documentation, including project plans, status reports, and meeting minutes.

### **Microsoft Cybersecurity Consultant Internship**

**October 2023- November 2023**

*Information and Communication Technology W.L.L, Doha, Qatar (Remote)*

- Trained on Microsoft Azure, IT service management, Email Security, Microsoft Intune, Mobile application Management, System Administration, Azure Active Directory and Mobile Device Management.

**Soft Skills:** Leadership, Accountability, People Management

**Languages:** Arabic (Native), English (Full professional working) , French (Advanced)

### **Extracurricular Activities**

#### **Rotaract Club Beirut Cosmopolitan**

**November 2022- Present**

*Beirut, Lebanon*

- Treasurer (*RY 2025-2026*)
- Head of Personal development committee (*RY 2024-2025*)

#### **NewGen Peacebuilders Lebanon**

**June 2021 – July 2021**

*Dbayeh, Lebanon*

- Worked on a community service project (**Targeting the SDG 1 Goal**) by creating a website that connects restaurants with excess food with NGOs in need.
- Trained People on Peace education.

**Technical Trainer**

**2026- Present**

Lebanese Red Cross, Jezzine, South Lebanon

**Emergency Medical Technician**

**2019-Present**

Lebanese Red Cross, Jezzine, South Lebanon

**Eclaireur**

**2011-2017**

*Scout Du Liban*