

GHASSAN RACHID

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Research and public health professional with experience in prospect research and donor intelligence, customer experience leadership, occupational health and safety, and humanitarian operations. Skilled in building prospect lists, analyzing financial capacity and giving history, producing detailed profiles, and supporting fundraising strategies through data-driven insights and accurate database management.

WORK EXPERIENCE

AMERICAN UNIVERSITY OF BEIRUT

Prospect Researcher

Mar 2024 - Present

- Identified and compiled lists of potential donors
- Gathered and analyzed data on prospects' financial capacity and giving history
- Created detailed profiles for each prospect to inform engagement and cultivation
- Supported fundraising strategies with insights and recommendations
- Maintained and updated accurate prospect information in internal databases

YELLOW PAGES / PAGES JAUNES – CANADA

Customer Experience Manager

Sep 2020 - Sep 2023

- Joined the organization as a Sales Representative and ranked top performer within the team
- Achieved 249% of sales target, exceeding assigned quota by 149%
- Earned promotion to Customer Experience Manager based on exceptional sales performance
- Developed and implemented strategies to enhance customer satisfaction
- Oversaw customer support operations and ensured high service standards
- Trained and supported staff to deliver high-quality customer service

ELYSIUM DESIGN

Occupational Health and Safety Specialist

Oct 2017 - Oct 2020

- Developed and implemented workplace safety policies and procedures
- Conducted regular safety inspections and risk assessments
- Provided training and education on health and safety practices to employees
- Monitored compliance with regulatory requirements and industry standards
- Investigated and reported workplace incidents to prevent recurrence

UNHCR – THE UN REFUGEE AGENCY

Registration Assistant

May 2015 - Nov 2017

- Assisted with the registration and documentation of asylum seekers and refugees
- Collected and verified personal information and supporting documents
- Ensured accurate data entry into registration systems
- Provided guidance and support to individuals throughout the registration process
- Coordinated with UNHCR staff and partners to ensure effective registration procedures

EDUCATION

UNIVERSITY OF NEW YORK IN PRAGUE

2018 - 2019

Master's in International Management

UNIVERSITY OF BALAMAND

2010 - 2015

Bachelor's in Public Health & Development Sciences

SKILLS AND LANGUAGES

Skills: Research, Donor & Stakeholder Research, Data Analysis, Customer Experience, Communication, Problem Solving

Languages: Fluent in English and Arabic; Very good command of French