

Amir Fayyad

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Profile

Professional manager with over 13 years of extensive experience in operations and management within the public sector, educational sector, NGOs, and the IT industry. A dedicated and creative professional, I excel in problem-solving and troubleshooting, and have strong leadership skills that drive effective team performance.

My background includes managing HR functions, coordinating staff development programs, automating processes and enhancing operational efficiency through strategic planning and implementation. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with my strong expertise.

My goal is to excel in a setting that values innovation and collaboration, driving collective achievements and continuous improvement.

Experience

Co-owner - Restaurant - 2018 to present Beirut, Lebanon

- Managed with my partners all aspects of the business from menu development and customer service, to finances and staffing.

HR Training and Development Coordinator - 2023 to 2025
Modern University for Business & Science (MUBS), Beirut, Lebanon

- Identified training and development needs within the university through job analysis, appraisal schemes, and regular consultation between the department managers and the HR department.
- Designed and expanded training and development programs based on the needs of the university and its employees.
- Managed the costs of planned programs, followed budgets, and assessed the return on investment for all training and development initiatives.
- Conducted performance appraisals and formulated individual learning plans.
- Produced training materials for in-house courses and managed the delivery of training and development programs.
- Developed job descriptions for new university vacancies.
- Created a comprehensive training strategy for the university.
- Monitored and reviewed the progress of trainees through surveys, questionnaires, and discussions with department managers.
- Evaluated the effectiveness of training and development programs.

- Stayed up to date with developments in training by reading, attending meetings, and participating in relevant courses.
- Researched new technologies and methodologies in workplace training and development to enhance the training programs.
- Developed an automated HR system for the university.

Help Desk Manager - 2017 to 2019

United Nations Development Program (UNDP) - Ministry of Education and Higher Education (MEHE), Beirut, Lebanon

- Automated administrative processes for the Ministry of Education and Higher Education, including the Higher Education Directorate and the Common Directorate.
- Led institutional development efforts by re-engineering key managerial processes and strategies across 1,500 public schools, 8 regional offices, and the headquarters.
- Managed technical assistance and support for computer systems, software, and hardware operated by the Ministry of Education and its 1,500 schools across Lebanon.
- Streamlined and automated various educational products, such as SIMS (School Management Information System) and REONSL (Regional Educational Office Named School Lists).
- Played a vital role in the development of multiple B2B SaaS solutions within the educational technology industry in collaboration with the team.
- Recruited, mentored, and guided help desk technicians to ensure optimal performance and support excellence.

Software Developer - 2012 to 2017

Middleware Data Systems - ITG Holding - Ministry of Education and Higher Education (MEHE), Beirut, Lebanon

- Co-founded the LEARN (Lebanese Educational and Research Network) project with the team, aimed at connecting the Ministry's headquarters, 8 regional offices, and 1500 public schools.
- Developed web applications using .NET technologies and SQL Server 2012, facilitating easy and efficient updating of school information by users.
- Created applications and interfaces using Microsoft Access and the .NET framework to generate hundreds of reports and certifications.
- Designed and implemented a document management system to handle thousands of employee records, enhancing record storage and data retrieval skills.
- Successfully automated the business processes of the official exams department, eliminating bottlenecks and improving efficiency and control over the department, resulting in significant time and revenue savings.
- Contributed in the implementation of innovative technologies to enhance educational processes and improve communication between educational institutions.
- Conducted training sessions to educate staff on the use of newly implemented systems and technologies, ensuring smooth transition.
- Collaborated with managers across the ministry to gather requirements and continuously improve existing systems to meet evolving needs and standards.

Education

Master of Business Administration in Business Management Administration Arts Sciences & Technology University (AUL), Beirut, Lebanon

Bachelor of Science in Management Information Systems Notre
Dame University (NDU), Beirut, Lebanon

Skills and Expertise

- Leadership & Team Management
- Communication & Negotiations
- Problem Solving
- Strategic Planning
- Business Development
- End-user training
- Planning & Organization
- Data Analysis
- Time Management
- Budgeting & Forecasting
- Workforce management
- Microsoft Office
- Artificial Intelligence
- Computer Programming

Accomplishments

Certificate of Appreciation presented by the Minister of Education and Higher Education, Dr. Hassan Diab (2014).

Certificate of Appreciation presented by the Minister of Education and Higher Education, Mr. Elias Abou Saab (2016).

Languages

Arabic: Native

English: Fluent

German: Elementary