

Elie Youssef Keryakos

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Professional Summary

Technology and client-focused professional with experience in enterprise software solutions, business requirements analysis, solution demonstrations, and project coordination. Skilled in collaborating with cross-functional teams to translate client needs into functional solutions, support Agile project delivery, and improve user workflows. Experienced in stakeholder communication, technical documentation, user training, and supporting digital transformation initiatives in fast-paced environments. Passionate about technology, product evolution, and delivering impactful user-centric solutions.

Education

Notre Dame University - Louaize, Zouk Mosbeh

Sept 2019 - May 2023

Bachelor of Science in Computer Science - Information technology

- **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.

Certifications

- **Laserfiche Gold Certification** *Issued April 2026*
- **ABBYY Certified Specialist** *Issued Oct 2025*
- **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*

Professional Experience

Presales Engineer - BMB, Beirut, Lebanon

Dec 2024 - Present

- Collaborate with clients and internal teams to gather business and technical requirements for enterprise software solutions.
- Translate client needs into functional workflows and solution-oriented recommendations.
- Deliver tailored product demonstrations and solution presentations to clients across different industries.
- Support implementation activities, troubleshooting, and solution validation to ensure successful project delivery.
- Prepare technical documentation, proposals, and user-focused presentations aligned with business objectives.
- Conduct client training sessions and knowledge-transfer workshops for enterprise platforms.
- Work closely with technical, sales, and product teams in Agile and collaborative environments.

- Contribute to process optimization initiatives and continuous improvement discussions during project lifecycles.

Tech Project Coordinator - Cleartech, Beirut, Lebanon

Jan 2024 - Oct 2024

- Participated in implementation and support activities for a digital KYC platform.
- Managed and resolved client-reported issues and support tickets.
- Coordinated with stakeholders to validate business requirements and deliverables.
- Conducted end-user training sessions and live client demonstrations.
- Assisted in workflow optimization and post-implementation reviews.

Skills

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- **Technical Skills:** SQL, CRM Systems, Enterprise Applications, Microsoft Dynamics 365 ; UI/UX Wireframing & Prototyping ; Technical Documentation & User Training ; Project Coordination & Agile Collaboration ; Solution Demonstrations & Client Support ; Business Process Workflows ; Microsoft Azure Fundamentals.
 - **Soft Skills:** Leadership, Teamwork, Accountability, People Management, Stakeholder Communication, Adaptability.
 - **Languages:** Arabic (Fluent), English (Upper Advanced), French (Upper Advanced)

Extracurricular Activities

Rotaract Club Beirut Cosmopolitan, Beirut, Lebanon

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

Technical Trainer

2026 - Present

Lebanese Red Cross, Jezzine, South Lebanon

Emergency Medical Technician

2019 - Present

Lebanese Red Cross, Jezzine, South Lebanon