

VITAE
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Assistant Professor of Human Resource, Management and Organizational Behavior
Faculty of Economics and Business Administration / Lebanese University
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Born in Nomeirieh, 13th July 1978 - Citizenship: Lebanese

PROFILE

Dynamic and dedicated lecturer and academic advisor. Adept in creating and implementing powerful curricula designed to boost students and help them achieve their full potential. Committed to cultivating student leadership of all ages to help them identify and develop their own passions while becoming successful and confident. Strives to create a challenging and engaging learning environment in which students become life-long scholars and learners.

A proven track record of delivering consulting for organizations to enhance training curriculums within the human resource education space. Expertise in defining adult-learning strategies in alignment with business needs. Motivated leader with strong organizational and prioritization abilities Management Professional and Certified leadership / executive coach, highly effective at incorporating coaching techniques and creative leadership skills to achieve business objectives. Directs projects that improve efficiency while meeting deadlines and budget requirements.

HIGHLIGHTS

- Client and vendor relations
- Human Resource Developing
- Organizational behavior
- International and Arab work experience
- Start-ups
- Strategic planning
- Leadership coaching
- Employee Strategic Development
- Effective use of multimedia teaching tools.

KEY QUALIFICATIONS

Teaching & Education

- Customizing and teaching over twenty-seven credit-bearing courses for university undergraduate and graduate students.
- Teaching over 17000 hours of different topics and modules to traditional & non-traditional aged students.
- Support of executive leadership development through coaching, education and consultation.
- Developing and delivering online learning modules and distance learning to both corporate and university audiences.
- Counseling and advising traditional & non-traditional aged students in career and life planning, academic progress, registration procedures and degree related requirements.

- Collaboration with university faculty and staff to provide support for traditional and non-traditional aged students related to academic issues and major field decisions.

Consulting, Coaching & Outreach

- Counseling clients to manage human resource development strategies.
- Developing and coordinating organization-wide training programs for corporations throughout Lebanon, Iraq and Syria.
- Implementing multiple learning management systems at the corporate level.
- Designing and developing training materials and curricula for student groups in public and private sector including: models, interactive exercises, video segments and online modules.
- Improving executives' individual performance and productivity skills.
- Use empathic listening and flexible communication to facilitate team synthesis, buy-in and action plans that achieve results.
- Work in partnership with clients to identify opportunities for increasing profitability and navigating obstacles at various stages of business maturity.
- Assisting executives to improve the performance of executive duties, own time management, communication style and leadership style.

Management & Supervision

- Managing staff of up to 15 trainers and learning consultants
- Preparing and leading 10-25 consultant training staff for large-scale client assessment, consultation and training roll-outs
- Maximizing profitability of training project income through effective training development and implementation
- Overseeing employee human resource support and supervision.

EDUCATION

- 2003-2010 **UNIVERSITY OF POITIERS - FRANCE** / Societies and Organizations
 Doctoral School (2009-2018)
- Doctor of Philosophy
- Human Resource Development (very Honorable)
- 2001-2002 **UNIVERSITY OF NANCY - FRANCE** / Institute of Business
 Administration
- Diploma of Advanced Studies in "Auditing and Management"
- 1997-2001 **LEBANESE UNIVERSITY- LEBANON** / Faculty of Law and Political and
 Administrative Sciences
- Master's in Political Science
- 1997-2000 **UNIVERSITY OF SAINT JOSEPH - LEBANON** / Faculty of Business
 Administration and Management

Master's in Finance

ACADEMIC EXPERIENCE

2010 – Present

Lebanese University

Faculty of Law and Political and Administrative Sciences

Assistant Professor

- Advised undergraduate and graduate students
- Teaching graduate and undergraduate courses covering topics in organizational development; human resource development; training design and methods; needs analysis and assessment; leadership development; workplace learning systems; social capital in organizations
- Responsible for department service including; undergraduate advising and Master's advising, department committees, university committees.
- Member of the Master's dissertation committees.

2012 – Present

LEBANON

American University of Science and Technology – Beirut /

Faculty of Business and Economics

Assistant Professor

- Teaching graduate and undergraduate courses covering topics in Strategic Management and Business Economics; Principles of Management and Human Resource Management and Development.
- Member of the Master's dissertation committees.

2020 – Present

Jinan University – Tripoli / LEBANON

Faculty of Business Administration

Assistant Professor

- Teaching graduate and undergraduate courses covering topics in Strategic Management and Business Economics.
- Orientation of Doctoral students.
- Member of the doctoral dissertation committees (at JINAN University)

2003 – 2010

Holy Spirit University of Kaslik / LEBANON

Business School

Lecturer

- Teaching graduate and undergraduate courses covering topics in Principles of Marketing; Human Resource Development and Management; Training and Development.

2010 – 2013

Yarmouk Private University – SYRIA

the Faculty of Managerial and Financial Sciences

Lecturer

▪ Teaching graduate and undergraduate courses covering topics in Organizational Development and Behavior; Human Resource Development; Management Principles; Leadership Development.

UNIVERSITY TAUGHT COURSES

- Organizational Behavior (Undergraduate and Master's)
- Negotiation and Conflict Management (Undergraduate level)
- Human Resource Management (Undergraduate level)
- Contemporary Leadership Challenges (Undergraduate level)
- Management and Behavior in Organizations (Master's level)
- Training and Developing Employees (Undergraduate and Master's levels)
- Leadership in Organizations (Undergraduate level)
- Human Resource Strategies and Decisions (Master's level)
- Foundations of Human Resource Development (Undergraduate level)
- Career Development Theory (Undergraduate and Master's levels)
- Career Counselling (Undergraduate and Master's levels)
- Consulting in Organizations (Undergraduate level)
- Employee Strategic Development (Master's level)
- Human Capital Strategies (Undergraduate level)
- Strategic Career Development (Master's level)
- Human Resource Metrics (Master's level)

PROFESSIONAL EXPERIENCE

2015 - Present Consultant – Self-employed

- Working with corporations in assisting with human resource development requirements.
- Assessing existing systems, procedures, training programs and offering input and direction (private and non-profit sector).
- Researching, designing, implementing and conducting training programs for corporate initiatives that align with organizational strategic objectives.
- Measuring effectiveness of implemented interventions.
- Developing training curriculum and presentation of up-to-date methods and procedures for corporation participants.
- Conducting focus groups with employees on their attitude towards their positions and their relationship with their employers.
- Outplacing initiatives with laid-off workers using career planning and job search management techniques.
- Conducting assessment and evaluation of existing staff within organizations to identify performance gaps.
- Consulting on the development and implementation of corporate universities in various organizations.

Small Business Trainer and Consultant

- Delivery and development of Business Training.
- Provided small business finance, marketing and operations training sessions.
- Assisted entrepreneurs in the development of business plans.

- Consulted with students with specific business needs.
- Facilitated and developed training including marketing strategies, and financial management.
- Provided consulting to micro-enterprise start-up.

2021- Present **Arab International Academy – Beirut / LEBANON**

Leadership and Executive coach

- Support clients to gain awareness about how to become a more inspirational, impactful leader with strong communication skills.
- Work on Self-confidence, Emotional intelligence, delegating tasks and involving others.
- Enhance the abilities in Influencing, and Decision-making skills.

2018-Present **Paris Art WEB – Calvados / FRANCE**

Director of Associate Development

- Responsible for human resources/organizational development projects relating to employee retention, motivation, learning and development.
- Implemented learning strategies that reflect and support the organization's corporate mission, values, objectives and competencies, as well as employee objectives, performance and productivity.
- Developed and encouraged a learning environment and culture across the organization through the research and development of best practices, providing advice and consultation on personal leadership and team-based performance.
- Designed, developed and implemented a corporate university model for training and associate development.
- Developed a range of web-based training courses for employees including product, service and account administration training.

Planned, directed and implementation of Human Resources best practices and strategies

- Created programs and policies in the following areas: Organizational Development (including culture and alignment) Program Management, Labor Relations, Recruitment and Selection, and Training and Development.
- Assessed workplace issues and practices to design, implement and evaluate organizational and learning initiatives to better serve business objectives.
- Provided support for project management, change management, and business process improvements throughout the organization.
- Assessed training and development programs and services to ensure training initiatives and resources were maximized across the organization.

2018-Present **Astro Enterprise - Beirut / LEBANON**

Training Manager

- Developed training curriculum and presentation of up-to-date methods and procedures.
- Assisting in determining dealer sales, product training requirements and priorities.
- Responsible for employee relations, compensation, policy interpretation, restructuring, change management, and organizational development.
- Developed innovative human resource plans, products and programs that proactively meet the needs of the organization.

- Utilized assessment skills and determined performance goals to provide a full range of learning opportunities to enhance individual, team, and group effectiveness at all levels of the organization.
- Conducted assessments of workplace issues and practices in order to design, implement and evaluate organizational and learning initiatives.
- Provided expert direction on organizational design, performance management, organizational development, and training and development.

2014 – 2016 Sam-Tex Exports – Houston, Texas / USA (2018)

Quality, Training and Development Manager

- Designed, delivered and evaluated a comprehensive corporate learning strategy project.
- Worked collaboratively with sales and marketing to understand client businesses, identify benefits, and create value in the delivery of services.
- Conducted career interest, personality, learning aptitude, leadership, culture and team-based instruments and assessment tools.

1999 - 2001

Customer Service in bank Audi – Saida / LEBANON

Daily tasks including:

- Checking and savings options
- College savings plans
- Individual retirement accounts
- Business, personal, home and auto loans
- Certificates of deposit
- Tax and estate planning
- Lines of credit
- Calculating interest rates
- Comparing loan products
- Recovering from identity theft

WORKSHOPS AND SEMINARS DELIVERED IN:

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| <ul style="list-style-type: none"> ▪ Advanced Business Communication ▪ Business and Technical Writing ▪ Conflict Resolution ▪ Implementing core competencies ▪ Curriculum Development ▪ Needs Assessment and Survey Development ▪ Management effectiveness ▪ Social Network Analysis ▪ Career Planning ▪ Change Management ▪ Behavioral Interviewing Techniques ▪ HR Strategy Deployment ▪ Critical Thinking ▪ Interpersonal Skills | <ul style="list-style-type: none"> ▪ Customer Service Excellence ▪ Research Methodology ▪ Organizational Behavior ▪ Performance Reviews ▪ Succession Planning ▪ Evaluation and Assessment ▪ Competency Model Building ▪ Organizational Development ▪ Enhanced Leadership ▪ Workforce Diversity ▪ Project Management ▪ Creative Problem Solving ▪ Career Development |
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MEMBERSHIPS

- Regular member of the Club of Human Resource Development at the LEBANESE UNIVERSITY
- Founding Member of Organizational Development and Learning Committee at the AMERICAN UNIVERSITY OF SCIENCE AND TECHNOLOGY
- Regular member of Career Counselling and Development Club at the LEBANESE UNIVERSITY
- Founding Member of Organizational Behavior and Leadership Club at JINAN UNIVERSITY

BOOKS:

HACHEM, Khawla: "The Impact of Culture on Recruitment. The Case of the Lebanese Banking Sector: Comparison Between Pure Lebanese Banks and Banks with a French Culture" (2010).

AWARDS:

Awarded the Best Arab Leadership coach at the Arab International Academy for 2022.

PERSONAL ACTIVITY:

Aid Volunteer in Management of Humanitarian Aid / Collecting, Distributing and Delivering of aid Donations in the current Lebanese economic crisis

LANGUAGES:

Arabic (Native) - **English** (Fluent) - **French** (Fluent)

COMPUTER SKILLS:

MacOS and WIN Microsoft Office Package (Word, Excel, Access, Power Point)