

Makram El Khoury

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SUMMARY

- Goal oriented Business Management Consultant with 8 years of experience in business consultancy, change management and business process re-engineering.
- Experienced in designing developing and implementing tools, processes and frameworks that support effective change management.
- Created an internal audit department and implement internal quality control tools and quality assurance standards.
- Well-organized team player, with exceptional time management skills.
- Accomplished in analyzing company needs and developing long-term solutions to meet its objectives.
- Full professional proficiency in English. Full professional proficiency in French. Native Arabic.

SKILLS

- Project Management
- Business Planning
- Business Processes
- Contract Negotiation
- Staff Management
- Business Development
- Operations Management
- Budget Control
- Project Coordination
- Change Management
- Strategic Planning
- Workflow Planning

EXPERIENCE

Business Development & Grants & Partnership Manager | iLEAD Group | August 2021-September 2022

Beirut, Dubai | Lebanon, UAE

- Proposal writing, project development and management of projects won for the amount of 2 million \$ in the media related fields.
- Identify client restructuring and marketing needs.
- Review group sales strategy based on data collection by area or product category.
- Restructuring Staff according to corporate objectives.
- Setting the entities' expansion strategy with international bodies.
- Managed program budgets and timelines, ensuring projects stayed on track and within allocated resources.
- Developed project plans, identified risks, set objectives and monitored progress towards completion.

- Coordinated with internal stakeholders to ensure successful implementation of the program initiatives.
- Communicated regularly with external partners to ensure alignment of strategies and goals.

Business Consultant Manager | Lebanese Roasting Group SAL, Dose SAL | January 2013-July 2021
Beirut, Riyadh, Amman | Lebanon, KSA, Jordan

- Developed and implemented strategies to increase sales by 15% yearly and market share by 5% for companies with a yearly average turnover of 25 million \$.
- Identified potential clients, built relationships, and negotiated contracts.
- Created presentations to attract new business opportunities.
- Conducted research on industry trends, competitor activities, and customer needs.
- Monitored competitors' activities, prices, products, services., in order to stay ahead of the competition.
- Creation of a Market Intelligence Department for the entire Lebanese Roasting Group in Lebanon and the GCC, which led to a yearly sales increase of 25% during the first year, and a steady yearly revenue increase of 10% for the following 5 years.
- Train and monitor Market Intelligence team on data collection and reports writing and submission.
- Analyze monthly and quarterly sales figures. Reviewing and adjusting sales targets accordingly.
- Review sales strategy based on data collection by area or by product category.
- Created an internal audit department and set the quality assurance standards.
- The regular audit tools allowed the re-organization of the operation as well a continuous improvement of the existing methods, policies and procedures.
- Authored the content of policies, procedures and processes covering several aspects of business:
 - Procurement policy leading to a cost reduction by 30% and price stability.
 - Internal audit policy leading to a continuous process improvement.
 - HR policies that led to the restructuring of staffing within companies, thus solving the overstaffing and understaffing issues in different departments.

Finance Manager, Vogue Multimedia, January 2010-December 2013

Beirut, Lebanon

- Prepared financial documents such as budgets, forecasts and reports.
- Reviewed and analyzed budget variances to ensure accuracy of financial information.
- Monitored cash flow to ensure sufficient liquidity.
- Assisted in the development of internal controls to protect company assets.
- Evaluated existing processes within the finance department and identified areas for improvement.
- Collaborated with external auditors during annual audits to ensure accuracy of financial statements.
- Established relationships with banking partners to secure favorable terms on financing arrangements.
- Maintained accounts payable and receivable records ensuring timely payments are made.

Credit Risk Manager, BLOM Bank France, January 2006-December 2009

Paris, France

- Analyzed financial statements, credit reports, and other related documents to assess the creditworthiness of customers.
- Monitored existing customer accounts for changes in risk profile or payment pattern.
- Conducted regular reviews of loan portfolios to identify areas of high risk exposure.
- Provided guidance on credit decisions, including recommendations on loan terms and conditions.
- Assisted in the development of new processes for identifying and managing credit risks associated with various types of transactions.
- Maintained detailed records regarding customer payments and account history information.

EDUCATION AND TRAINING

MBA

Banking & Finance | Paris 2 University | France | July 2006

MBA

Industrial Economics, HR & Quantitative Methods | Paris 2 University | France | July 2005

Bachelor of Arts

Economics | St. Joseph University | Lebanon | July 2003

LANGUAGES

English:



Full Professional

French:



Native/ Bilingual

Arabic:



Native/ Bilingual

CERTIFICATIONS

- **Fundraising & Proposal Writing** – RPS – 2022
- **Negotiation Skills** – *Wydner.com* – 2013
- **Management by Objectives** – *ODCC Group LLC* – 2013
- **Strategy & Balanced Score Card** – *RITCOM Management Consulting Group* – 2013
- **Credit Relationship Manager** – *Six Sigma Training & Development* – 2009

VOLUNTEERING

Cedars Medical Association

Executive Director (volunteer) – February 2022

Center for Development, Democracy and Governance

Executive Director (volunteer) – July 2021

Jbeil Youth for Rural Development Association

Founding Member – 2019

Al Kafaat University

Teacher 2019-2022

- *Social Sciences for Bachelor Students*
- *Social Economics for Bachelor Students*

Lebanese French University

Teacher 2020-2022

- *Analytical Accounting for Bachelor Students*
- *International Business for Bachelor Students*
- *Contemporary Business Management for MBA Students*

Guest Lecturer

- *Leadership and Epigenetics*
- *Marketing and Ethics*
- *Innovation and E – Marketing*
- *CSR and Ethics in Strategic Management*
- *Team Building and Conflict Resolution*