

## *Resume of Wafaa Haidamous Hallassou-Beirut*



### **Wafaa Haidamous Hallassou**

**Address:** Beirut-Lebanon

**Email:** [wafaa.h.hallassou@bctslb.com/bctsw@gmail.com](mailto:wafaa.h.hallassou@bctslb.com/bctsw@gmail.com)

**Nationality:** Lebanese

**Birth date:** 19 May, 1963

**Gender:** Female

**Marital status:** Married/ 2 Children

#### Work experience

Managing Director and Senior Certified Consultant/Trainer (Jan 2002-Present) BCTS (Business Consultancy and Training Services)  
Consultancy, Training and Coaching in different fields  
HR Structure, Consultancy and in-house Training and customized Coaching in: Lebanon, KSA, Syria, Istanbul, Kuwait, Qatar, Jordan, Iraq, Egypt, Africa, Germany, Istanbul, Croatia, Paris, London, and Others.

#### PROGRAMS PREPARED and DELIVERED

Customer Service, selling skills, Marketing, CRM, Train of Trainers, Time and Stress Management, managing people, Team Building, Leadership (Educational, Youth), Goal Settings, Communication, Personal Effectiveness, Negotiation Skills, Problem Solving, Dynamic Teaching, Creative Thinking, School Management. Coaching, Mentoring, Project Management, Marketing Research, Analytical and Critical Thinking, Achieving High Performance, Career Orientation, Super skills for Youth, Moderation Techniques, Social Dialogue, and others

#### PROGRAMS PREPARED and DELIVERED

- KSA :Al Rajihi Banking and Investment, Arab National Bank, the Banking Institute, the land Real Estate, Petromin, Ministry of Education, Napco Group, Mobily, Tamimi group, others
- Kuwait: Kuwait Finance House, Al Ghanem industries, Al Ahli Bank of Kuwait, others
- Qatar: Qatar Foundation, QIB, others
- UAE: Rotopack-Indevco; Al Bustan resort, GTS, PWG, Carma, Social Eyez, and others
- Yemen: European Union, Social funds of Agricultural Union (European Union), Vodafon and others .
- Syria: Bemo Bank- MTN, BBSF, others
- Jordan: Jordan Tractor, GS, Zain, Bank of Jordan, and others
- Iraq: Korek (Erbil), Hospitality Program for FORAS-USAID, Ministry of Education.

- Lebanon: Nabatieh Hospital, Sanita, Droguerie Pharaon and Mercury- Central Bank of Lebanon, Banque Libano-Francaise, MEAB Bank, Audi Bank, BBAC, BML Istisharat, Al Mawarid Bank, Spinneys, Syndicate of Hospitals, Saint George Hospital, Mount Lebanon Hospital, Transmed P&G, Mimosa, Sabis Educational Service, University of Balamand, LGU, Institute of Finance, M.Jallad CAT, CCA group, Ets Chaccour, Sets- Dell, Virgin Megastore, Touch-Zain, Kallassi group, RGH, World Vision, GIZ (GOPA), AAB School, Sagesse School. Saint Therese School, College des Soeurs des Saints Coeurs, Ramada Plaza Hotel, Safir Heliopolitain Hotel, Indevco Group, Le Dix Hotel, OMT, Faculty of Education (Dirasati-USAID/ Pearson), Ministry of Education, LWP- USAID project, GOPA-EU- Ministry of Labor, ECOSOC, CGTL, Danish Embassy, Ita Embassy, Rural Entrepreneurs, Concern worldwide, Oxfam International,
- MoreThanAJob project- EU -ENICBCMED as Lebanese Partner and others.

#### Teaching Experience

Teaching and coordinating in different cultural institutions (Oct 1994-Present)  
 Marketing Courses  
 MEI Middle East Institute –Beirut: Affiliated to Greta Garonne (School of tourism and Hotel management) Toulouse-Director of studies (1996-1999)  
 AUT American University of Technology-Beirut (1999-2002)  
 MUB Mediterranean University of Beirut: Affiliated to EBS European Business School (2004)  
 Lebanese University  
 Kafaat : Business and Hospitality Management  
 IPNET- ITT (Public institutions) (1999 – Present)

#### Certifications/Training/Accreditation

- Certified ROI professional – ROI Institute inc. (2019)
- Partner with ROI Institute inc. USA for Lebanon (2017)
- Kotler Impact: Online Marketing program representation (2017 till 2020)
- Certificates of participation and Moderation from many conferences and Summits in Lebanon and the Middle East. (HR, Learning and Development & Educational Summit)
- Pearson International (TOT) (July 2015)
- ISTD Senior Member and Senior Trainer (November 2014)
- Train of Trainer for Principles/ Teachers (USAID) (July 2013)
- Internal Auditor (ISO Liban) (July 2014)
- Trainer in Brain Development: Dr. Wen Winger (May 2012)
- Balanced Score Card: Dr. Robert Kaplan (April 2012)
- Marketing 3.0: Professor Philip Kotler (April 2011)
- NLP from Richard Bandler (Licence) -

London (October 2010)

- The Coaching Academy- London: Personal & Corporate Coaching (August 2009-2015)
- TMSDI –Team work, Leadership -UK (April 2008-2016)
- A2A Workshop-Istanbul (2009-2011)
- ICEF workshop-Dubai (2005-2008)
- Self-Accreditation programme: TMSDI: (U.K) (2003-2004-2005)

- Management and Educational techniques in Business/Marketing (2000-2001)
- Canadian School of Business: seminars delivered in Beirut for the Lebanese University
- Hospitality Management and Marketing (1998-1999)
- Greta Garonne institute-Toulouse: Seminars delivered in Lebanon and Toulouse

#### Education

- PHD in Economics Leeds University (2011)
- MBA- Option Marketing Management (2000-2002) Ashford University International – Beirut
- DIPLOMA IN HOSPITALITY MANAGEMENT & MARKETING (1996-1997) Greta Garonne-Toulouse- France
- BA –Business administration (June 1984) Saint Joseph University-Beirut

#### Competencies

Computer Skills: MS word, excel, Power point, Data Analysis, Internet, others.  
High Communication, Presentation, and Moderation skills

#### Languages

Arabic	Native Language
French	Excellent
English	Excellent
Spanish	Fair

#### Interventions

- TV interviews: LBC, MTV, OTV, New TV, Tele-lumiere, Future TV, MBC, NBN, Charity TV, Abu Dhabi TV, and others
- Radio Interviews: Radio Liban Libre, Voix du Liban, Melody FM, Radio One, Sawt El Mada, Voice of Charity, and others
- Articles: HR Review, Lebanon Opportunities, others
- Initiative: What's New every Tuesday Live on my page