

## Summary

*A certified Scrum Master and a Project Management Professional. I am always striving to learn about the details that make a project successful. I've had the good fortune of being a part of many projects and doing my part to make sure it is successful. Whether through stakeholder management, teamwork, requirements collection and analysis, or cost management. I am striving to work closely with project managers to coordinate the efforts needed to make the projects successful and also lead small projects.*

## **CERTIFICATION**

Project management Professional (PMP) – Project Management Institute, USA, PA	Oct. 2017 – Present
Certified Scrum Master (CSM) - Scrum Arabia, Beirut, Lebanon	May 2015 – Present

## **EDUCATION**

Lebanese American University (LAU), Beirut, Lebanon	Sept. 2014 – May 2016
Masters in Business Administration	<i>Major GPA 3.64/4</i>
Lebanese American University (LAU), Beirut, Lebanon	Sept. 2011 – June 2014
BS in Banking and Finance	<i>Major GPA 3.55/4</i>

## **WORK EXPERIENCE**

<b>Account Manager Support - Monty Mobile</b> , Beirut, Lebanon	Feb. 2018 - Present
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- Researching features for products & internal tools to be developed, breaking them down to be easily carried out by the development team & collaborating with the development team & subject matter experts to understand if we have the capability, time & budget to add advanced features. Presented the findings along with a brief business strategy on how the product will be released, sold & possibly improved upon in future iterations. A few examples would be scheduling & billing tools, loyalty programs, products targeted to mobile users (Top Up+), and intelligent networks.
- Manually tested the tools for bugs & to make sure features are implemented according to the plan.
- Generate new leads and qualify them in a matter of days after first contacting the company by speaking to the right people on LinkedIn, then proceeded to send a proposal to the right lead in a week after first contacting them & followed up with negotiations.

<b>Research Assistant - Department of Hospitality &amp; Marketing - LAU</b> , Beirut, Lebanon	Sep. 2014 – May 2016
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- Researched topics such as Lean manufacturing and social media marketing.

<b>Document Controller - Program Management &amp; Contract Admin. - LAU</b> , Beirut, Lebanon	July 2014 – Feb. 2018
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- Assisted with the procurement of contractors for the renovation projects at the university by preparing evaluation reports including comparison tables and following up on bids and letters of acceptance.
- Processed payments including statements of account to make sure all amounts are on budget. (current and previous amount, remaining balance)
- Maintained correspondence letters log among contractors, consultants and LAU

## **PROJECTS**

<b>Ericsson Innovation Awards</b>	Sept. – Dec. 2015
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- Developed a business plan with two team members which included the profitability, target market, an assessment of the competition and a description of our unique selling proposition.
- Broke down the problem suggested by the competition and worked on the product features as a solution.

<b>LAU web radio</b>	Aug. 2013 - Apr. 2014
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- Prepared and submitted the concept paper for the campus web radio proposal to the University's Dean of students for review and implementation. (Project description, staffing, budgeting, timelines and tasks, goals and objectives)

## **LANGUAGES**

English and Arabic (Fluent), French (Fair)

## **COMPUTER SKILLS**

Microsoft office (Word, Excel, PowerPoint), Prezi, Photoshop and InDesign