Blue Zone Str 5 C,

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Feytroun Lebanon

Phone Number: 71-064006

Marital Status: Married

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JENNIFER CHAHOUD RIZK

Objective   A position requiring high knowledge in applied sciences, computer skills and information system

Education

Spring 2011-Spring 2014:   **Started pursuing my MBA-BUSINESS ADMINISTRATION-PROJECT AND OPERATIONS MANAGEMENT Emphasis at Notre Dame University NDU and finished it at Arts, Science and Technology University Lebanon AUL**
- Graduated Spring 2014

Fall 2007-Fall 2010:   **Pursued a 3 year bachelor degree of COMPUTER INFORMATION SYSTEM at Notre Dame University NDU**
- Graduated Fall 2010

Experience

July 2018 – October 2018:   **MIS Business Analyst: FIDELITY INSURANCE, Jal el deeb**
- Analyze and understand client requests
- Identify project implications at the system and company organizati on level
- Participate in developing the project procedures and schedule
- Train users on the new application implemented
- Monitor issue tickets and assist in resolving/replying to users.
- Create specifications and test cases and facilitate acceptance of the new approved requirements changes.

July 2013 – June 2015:   **Developer: DATAQUEST SAL, Zouk Mosbeh**
- Developing, analyzing and modifying programming systems using PROGRESS (Open Edge 10-2B).
- Responsibilities Include:
  - Encoding, testing, debugging and installing to support business software applications like Insurance Companies' Systems and Medical Systems. (i.e. Companies Such as SNA, AROPE, MedGulf, Fidelity, etc...). As well as physician's portals, pharmaceutical orders/ tracking, back-end and administrative portals, billing applications, etc.

February 2012- May 2013:	**IT Support Coordinator-Programmer: SABA IP, Hazmieh, Baabda** • Handling the main software used by SABA, by meeting user requirements • Perform direct revision, to repair or expand existing programs to increase operating efficiency or adapt to new requirements. • Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. • Arranges project requirements in programming sequence by analyzing requirements; preparing a work flow using knowledge of computer capabilities, subject matter, programming language, and logic. • Develop specific software amendments based on user and business requirements. • Design templates (User Forms) and use VBA code that will power the form by code procedures called Macros. • Debug existing system to solve daily errors. • Write and maintain programming documentation. • Administer, evaluate, design, implement and maintain company databases on SQL SERVER 2008. • Create Triggers and Procedures to maintain and provide accurate requirements for company work flow and user actions. • Trains staff on the use of the company's standard software applications/databases, as needed.
August 2011- October2011:	**Developer: PIXEL SARL, Jal. El Deeb** • Code, test and troubleshoot programs utilizing the appropriate hardware, database, and programming technology. • Maintain and modify programs; make approved changes by developing detailed programming logic, and coding changes. • Test and develop programming modifications. • Write new program code using prescribed specifications. • Analyze performance of programs and take action to correct deficiencies based on consultation with users and approval of the supervisor. • Write and maintain programming documentation. • Graphically design data connection and report layouts using Crystal Reports and Component One (C1Report) and its designer • Document programming problems and resolutions for future reference. • Support the company clients in using the products

Dec 2008-
September 2014: **IT Technician/Partnership: ALPHA BUREAU TECHNIQUE , ELISSAR**
- Provide customers with any software or hardware needed as well as their maintenance and installment
- A Computer Network Technician engaged in various businesses to build and troubleshoot computer networks

Summer 2008 and
Summer 2009: **Internship: ASSUREX, ELISSAR**
- Study company workflow
- Collect data for company database

Personal

Data   Non Major Field: **Personal tutor for different classes**

- **Member of the STUDENT-UNION 2007-2012 at NDU**
- **Member of the CS club 2007-2012 at NDU**
- **Alumni at Notre Dame University**
- **Alumni at Jesus and Mary School-Rabweh**
- **Alumni in the Lebanese Scouts Association**
- **Basic Programming skills in: C++, VB, SQL, PHP, HTML, CSS**
- **Experience in the following programs: VB.Net, VB 6, Oracle, SQL Server, Progress (Open-Edge), Dreamweaver, Zend, Adobe Photoshop, Adobe Illustrator**
- **Language skills in: English, French, and Arabic (Written and Spoken)**

References   Available upon request