TAMARA CHAMCHAM

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LANGUAGES

- Fluent in French, English and Arabic and intermediate in Spanish.

EDUCATION

Professional Development Certificate in Data Science and Machine Learning   Jan 2019- Jan 2021
McGill University, Canada
- Formulate a business need into a data science project and select the proper tools, algorithms and ML techniques to interpret and effectively communicate data insights.

Professional Development Certificate in Data Analytics for Business   Jan 2019- Jan 2021
McGill University, Canada
- Develop innovative business solutions by enabling an analytical mindset, understanding data governance, compliance and strategy as well as leading an analytics team.

Bachelor of Science, Banking and Finance   Sept 2013- June 2016
Lebanese American University (LAU)

WORK EXPERIENCE

Product Owner   Apr 2018- Aug 2018
Saradar Bank, Lebanon
- Conceptualized and designed user experiences from ideation stage to project roll out and support using tools like Marvel App, InVision and Typeform.
- Created epics, told user stories and continuously refined and prioritized product backlog for bank CRM using JIRA.
- Displayed leadership in working in conjunction with users, stakeholders and cross-functional teams.
- Practiced scrum principles in a highly agile, data-driven and start-up like environment.

Digital & Customer Experience Analyst   Aug 2016- Aug 2018
Saradar Bank, Lebanon
- Collaborated with Mckinsey consultants to determine Digital and Agile Transformation strategies by taking part in workshops and brainstorming sessions.
- Participated in the customer journey definition and analysis through market research and design thinking.
- Ideated, prototyped, designed, tested & measured the impact of digital experiences such as digital onboarding, personal financial management and co-working space journeys.

CERTIFICATIONS

Certified Scrum Product Owner (CSPO)   Apr 2018- Apr 2020
Scrum Alliance
- License 000771284

TECHNICAL SKILLS

- JIRA, Alteryx, Tableau, Google Analytics, Python, SQL, Slack, InVision, UXPressia, XD Adobe.

VOLUNTEERING EXPERIENCE

Volunteer

Children's Cancer Center of Lebanon (CCCL), Lebanon   Jan 2015- Sept 2017
- Orchestrated mind stimulating activities for in-patients undergoing treatment.

Volunteering Solutions, Nepal   May 2016- June 2016
- Aided orphans with poor life conditions and communicated cleanliness and hygiene.