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## **ROXANE HAMADI**

### **PROFESSIONAL SUMMARY**

I am a skilled user acceptance tester who understands the need to meet all functionalities requirements for business clients & users. I possess a terrific understanding of the testing protocols, designs and user experience.

### **EDUCATION**

#### **SAINT JOSEPH UNIVERSITY-BEIRUT**

- Master in Management: Option Audit, Accounting and Control (2016-2018)
- Bachelor in Business Management (2013-2016)

#### **SAINT JOSEPH SCHOOL (1997-2012)**

- Lebanese scientific baccalaureate

### **EXPERIENCE**

#### **User Acceptance Tester: SGBL BANK S.A.L- HEAD OFFICE BEIRUT:**

##### **E-Banking project**

*(June 2017– Present)*

- Responsible for the:
  - Production of test scenarios, scripts and other UAT documentation.
  - Identification and extraction of custom data to be used in testing.
- Ensure that the tests are based on the business department & banking system procedures.
- Ensure that the system functionality is fully tested within project timescales.
- Provide support to the call center agents regarding the online banking website/mobile application and the use of T24 Temenos system (provided workshops included).
- Identify defects and perform root cause analysis by analyzing data quality issues.
- Report and track bugs using Mantis BT.
- Report the project's progress/enhancement and highlighting key issues and problems once the testing phase is complete.
- Manage and coordinate Release Deployment and Post GoLive activities.

## **Subsidiaries**

*12/2016 – 05/2017 (Internship)*

- Coordinate and settle meetings dates with the Banks subsidiaries.
- Attend every subsidiary's regular meeting & prepare the minutes of meetings of diverse subsidiaries departments: Security, Finance, HR, Marketing, IT...etc.
- Archive all the subsidiaries reports & files with respect to the banking secrecy.
- Review SLAs.

## **BANK TELLER – BANK BSL S.A.L – TYR BRANCH, LEBANON**

*06/2016 –08/2016*

- Perform: cash deposits/withdrawals/loan payments/opening new accounts/car tax payments/ end of day procedures/ check payments.
- Support the bank sales team.
- Adhere to all bank security, audit, and compliance requirements.

## **INTERNSHIPS**

### **BSF AUDITING/ACCOUNTING OFFICES – BEYROUTH, LEBANON**

*02/2016*

- Overview the audit procedures & review Audit Reports.
- Perform data entry & correct errors by posting adjusted journal entries.
- Responsible for filling Tax Reports, Tax on wages and salaries drafts.
- Prepare invoices for offshore companies, legal papers and letters for fund transfers.

### **ENSIATE SCHOOL OF ENGINEERING – PARIS, FRANCE**

*07/2015*

- Responsible for administrative management using the following softwares: HyperPlanning and FileMakerPro; prepare "certificates of attendance".
- Manage mails and newsletters using YMLP software (Your Mailing List Provider) .

### **BLC BANK – SIDON, LEBANON**

*07/2014 –08/2014*

- Prepare loan applications, credit/debit cards.
- Attend promotional meetings such as payments using NFC on mobiles devices.
- Perform customer meetings at the front office.

**COMPUTER LITERACY**

- Office: Microsoft Office Suite (Word, Access, PowerPoint, Excel).
- Banking systems: Mantis BT, T24 Temenos, Backbase, ICBS, SogeHist, Framework, and Vasco.

**LANGUAGES**

- Arabic: Mother language.
- French: Very good.
- English: Very good.

**TRAININGS**

- T24 Temenos workshops.
- Mantis Bug Tracker.
- Backbase features training.
- Call center techniques training.
- Training in the Cold Calling Techniques.

*Reference: Upon Request*