



MAYA RAMADAN

Operations Analyst

PERSONAL SUMMARY

I am a result oriented professional with a strong project management background. I am passionate about operations and looking for the next big opportunity to advance and grow my career.

PROFESSIONAL SKILLS

Adept in: Slack, Trello, Microsoft Office

In progress: PMI Agile Certified

Practitioner(PMI - ACP)

Personal Skills: Team Player, Time-management, Positive Communicator, Problem Solver, Public Speaking, Multitasker, Attention to detail

Languages: Arabic(Native), English(Fluent), French(Conversational), German(Basic)

CONTACT INFORMATION:

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Beirut, Lebanon

CAREER HISTORY

UK Lebanon Tech Hub

Operations Analyst, 01/19 - present

- Map and develop the selection process for the early-stage accelerator.
- Assist in the elaboration of the operating manual for the programme.
- Follow up on progress of the startups & mentors during the programme.
- Support the mentors & startups in using the mentoring platform.
- Identify issues in the Global Resource Platform (A web platform for startups and mentors) & supervise their resolution with the internal development team.
- Participate & keep track of all engagements with mentors & startups.
- Make sure all legal agreements are completed, signed & respected by the startups.
- Develop practical knowledge on training tools in mentoring sessions & apply the required experience in providing advice to startups.
- Collaborate with the Programme Manager & team to achieve set out goals & objectives for a smooth running of the early stage accelerator programme.
- Participate in week on week planning meetings to identify objectives & updates on a regular basis.

Innovation Programme Officer, 05/18 - 01/19

- Planned, coordinated and implemented all activities to run innovation programme for economic development(Acceleration activities, Ideation Workshops, & Validation workshops)
- Developed budgets & budget projections for special projects (Latest project, Global Entrepreneurship Monitor - funded by CSSF Lebanon)
- Carried out financial monitoring & financial reporting for special projects.
- Supported in assessment & advisory to small businesses.
- Developed year-round strategies & action plans to source, vet & recruit startups, mentors & businesses both inside Lebanon, in the region & in the UK.
- Organized community events, talks & workshops.
- Collaborated with the communications team on marketing strategies for community events & innovation programmes.
- Managed & maintained relationships with a network of startups, mentors & partners.
- Designed & implemented evaluation activities to assess programme outcomes.
- Represented the accelerator programme in ecosystem events.
- Designed & ran entrepreneurship & ideation workshops to business school students as part of the Central Bank internship programme.

Executive Assistant, 09/15 - 05/18

- Planned & organized events for internal meetings, annual business events, & external meetings & events.
- Managed events budgets & expenses.
- Coordinated & collaborated with both internal & external partners on event planning & implementation.
- Managed internal & external communications such as announcements, weekly update reports & briefing presentations.
- Monitored daily office expenses & prepared weekly, monthly & quarterly reports.
- Managed the CEO's calendars & set up meetings with key stakeholders.
- Assisted with recruitment inductions.
- Supported the operations team in the monitoring of on-going activities.
- Supervised the performance of other clerical staff.

EDUCATIONAL HISTORY

Lebanese American University

Bachelor of Science (BSc), Business Marketing

International College School (IC)

Lebanese Baccalaureate, Socio Economics

NOTABLE ACHIEVEMENTS

UK Lebanon Tech Hub - Lebanese Diaspora Dubai Event

Exceptional Project Management