

ANGEL WAKIM

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Nationality: Lebanese/U. S Citizen

OBJECTIVE

Seeking a full-time role that will enable me to extend my skills and provide a rewarding long-term career with a progressive organization.

PROFILE SUMMARY

- Scrum Framework
- Time Management

- **Planning, organizing and integrating (managerial) knowledge**
 - Leadership skills
 - Analytical thinking
 - Project management
 - Conceptual thinking
 - Detail-oriented
 - People Management

- **Communicating and influencing skills**
 - Excellent communication & interpersonal skills

- **Problem-solving (thinking environment and challenge)**
 - Ability to prioritize tasks and quickly adjust in a rapidly changing environment.

EDUCATION

Lebanese American University - Beirut, Lebanon

Fall 2008 - Spring 2013

Bachelor of Sciences in Business Studies - Marketing

RELATED COURSES:

International Marketing Consumer Behavior Senior Marketing Studies
Promotional Management and Market Communication

Sagesse High School - Beirut, Lebanon

1995 - 2008

International Baccalaureate

WORK EXPERIENCE

December 2018 – Present PinPay SAL – Fintech, Beirut, Lebanon

Position: Project Manager and Scrum Master

- Attend client meetings and assist with determination of project requirements
- Communication management between all departments of the company related to ongoing projects, and external parties such as Alpha banks in Beirut and other related project parties
- Drafting and issuance of project proposals, workflows and preliminary schedules
- Prepare project organization and communication

- Attend meetings and distribute minutes to all project team members
- Track the progress and quality of work being performed by design disciplines/trades
- Effectively and accurately communicate relevant project information to the client and project team
- Ensure clients' needs are met in a timely and cost-effective manner
- Review and inspect work progress and quality
- Track and manage contemplated change notices and change orders in the database
- Communicate ideas for improving company processes with a positive and constructive attitude and for developing this attitude in others
- Keep the project management team and others informed about project status and issues that may impact client relations

February 2017 – December 2018 **PinPay SAL – Fintech, Beirut, Lebanon**

Position: Project Coordinator and Scrum Master

- Attend client meetings and assist with determination of project requirements
- Drafting and issuance of project proposals, workflows and preliminary schedules
- Prepare project organization and communication
- Attend meetings and distribute minutes to all project team members
- Track the progress and quality of work being performed by design disciplines/trades
- Effectively and accurately communicate relevant project information to the client and project team
- Ensure clients' needs are met in a timely and cost-effective manner
- Review and inspect work progress and quality
- Track and manage contemplated change notices and change orders in the database
- Communicate ideas for improving company processes with a positive and constructive attitude and for developing this attitude in others
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As a scrum master:

- Ensuring that goals, scope, and product domain are understood by everyone on the Scrum Team as well as possible
- Finding techniques for effective product backlog management
- Helping the scrum team understand the need for clear and concise product backlog items
- Understanding product planning in an empirical environment

- Ensuring product owner knows how to arrange the product backlog to maximize value
- Understanding and practicing agility
- Facilitating scrum events as requested or needed
- Coaching the development team in self-organization and cross functionality
- Helping the development team to create high value products
- Eliminating impediments to the development team's progress

February 2015 – February 2017 GfK – Market Research Company, Beirut, Lebanon

Position: TV Monitoring Team Leader

- Daily delivery of the TV program, break and spot logs to the market at the agreed time.
- Coordinate the work of up to 20 data entry staff and assure that TV programs & breaks & spots are correctly entered and classified.
- Perform supervisory and leadership activities: coach, enable, train and motivate the data entry team and observe their work performance.
- Support the TAM & TV Monitoring Manager in making hiring and employee related decisions and in selecting contractors or suppliers.
- Suggest product and work process improvements to the Production Services of GfK and recommend system/database changes to the supervisor.
- Ensure the accuracy of the data base and control the quality of its logs: define the logging rules book, find sources of inconsistencies, decide whether to enter information if there are discrepancies or missing information or when to change records in the database.
- Decide when it is necessary to call a customer in case of doubts, decide whether we can assist a customer with a special request and prioritize the order of the tasks to be completed.

June 2013 – March 2014 Ipsos Stat – Marketing Research Company, Beirut, Lebanon

Position: Mystery and Healthcare Supervisor

- Handle Mystery Shopping projects:
 - a) Prepare the schedule of visits
 - b) Recruit the Mystery Shoppers
 - c) Brief/ debrief the Mystery Shoppers
 - d) Personally, perform mystery shopping visits (when required)
 - e) Follow up with the shoppers on daily basis
 - f) Editing the questionnaires
 - g) Evaluative data entry of questionnaires
- Implement control process to ensure the quality and reliability of the data collection
- Handle quantitative research projects (in charge of study implementation)

- Manage and train a group of interviewers, supervisors (Part Timers)
- Conduct briefings for part timers (Fieldwork and Office work)
- Prepare study material (validation, piloting, printing, developing control sheets, log files filing)
- Schedule the Field activities
- Interfere and debrief with fieldworkers in order to ensure the continuity of the field
- Prepare the direct cost of the handled projects
- Contribute in establishing high work ethics among interviewers

July 2012 – June 2013 **General Services Office - Recruitment Agency, Beirut, Lebanon**

Position: Office Assistant

- Handle all administrative duties, and assist manager with daily tasks

Aug. 2012 – Sept. 2012 **Ride Wright Wheels, California, U.S.A.**

Position: Intern

- Conducting marketing research online to ensure a proper pricing strategy
- Followed up on orders and ensured timely and efficient delivery of products

Jan. 2011 – Feb. 2011 **Batal Design Furniture Center, Beirut, Lebanon**

Position: Intern

- Organized archives, invoices, and advertisements
- Handled communication with magazines to get the best prices
- Followed up on the marketing and advertising campaigns

COMPUTER SKILLS

Microsoft Office (Word, Excel, PowerPoint)

Microsoft Project

Visio

Team Foundation Server - TFS

LANGUAGES

English

Arabic

French

HOBBIES & INTERESTS

Nutrition & Fitness

Music & Art

Fashion & Styling

References:

1) Balsam Hakkani: 0096170-930837

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