Joumana Moodad
Technical Consultant

CONTACT
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AREAS OF EXPERTISE

Scaled Agile Framework SAFe
UNIX scripting
Risk Management
Project Planning
IT systems
People Management
Data Visualization
Testing and Research

INTERNSHIPS

☐ GCI Model United Nations Program, Manhattan, New York
☐ Air France Industries, E.O.L.E Villeneuve Le Roi, Orly, France
☐ Microsoft Student Partnership
☐ WaveMark Inc. – RFID in Healthcare and Hospital Inventory Management

TRAININGS

☐ SAFe 4 Certified Advanced Scrum Master (SASM)
☐ Product Owner and Scrum Master
☐ Scaled Agile Framework Certified Agilist – Leading SAFe (4.5)
☐ Cisco Certified Network Associate (CCNA)

AWARDS

☐ Scrum Master Community of Practice Award
☐ USAID Full Scholarship
☐ Honor Society Award
☐ Spirit of Service Award

COMPUTER SKILLS

CRM Systems (PEGA/PeopleSoft)
JIRA
Qlik Sense
BarometerIT
Silk Test Workbench
Databases/Spreadsheets
Java/Eclipse
UNIX / LINUX
MS Office
Altera Quartus II
PSpice
Matlab

LANGUAGE SKILLS

Arabic (Native)
English (Fluent)
French (Fluent)

PERSONAL SUMMARY

Consultant with more than 3 years of experience in client support, project and team management, testing, documentation, research and innovation. Certified advanced Scrum Master and Scaled Agile Framework Agilist. Proficient in CRM applications and designs. Communicate with end users, development and business teams to deliver analysis, leverage data and achieve high business value. Enthusiastically committed to organizational goals with positive attitude and detail-oriented spirit.

WORK EXPERIENCE

B. AVENUES SARL – Beirut, Lebanon   **2016 – Present**
External Consultant on Full Time basis at **MUREX SYSTEMS** which is a leading multinational technology solutions company for capital markets with 1200+ employees

Technical Consultant:
☐ Managed, deployed, maintained and monitored Murex environments internally and on client side
☐ Provided first level support and troubleshooting of blocking issues for already deployed Murex environments

Business Analyst:
☐ Gathered requirements from end users about PEGA CRM design and enhancements through user labs and translated them into specifications and business rules
☐ Defined Catalog of Services and knowledge base for PEGA and PeopleSoft CRM and integrated them in ServiceNow cloud platform
☐ Provided first level support and troubleshooting for PEGA and PeopleSoft Customer Relationship Management Tools, and escalated to Level 2 and Level 3 support when needed
☐ Aggregated and translated vast amounts of inventory and enterprise data into meaningful reports in BarometerIT Enterprise Portfolio Management (EPM) tool and Qlik Sense data analytics tool
☐ Hosted Support Community of Practice for continuous improvement and knowledge sharing about support best practices

Scrum Master:
Scrum Masters are servant leaders and coaches for an Agile Team. They help educate the team in Scrum, Kanban, and Scaled Agile Framework (SAFe), ensuring that the agreed Agile process is being followed.
☐ Followed-up on the delivery of the feature team by eliminating impediments, addressing risks raised by the members, and ensuring reliable team velocity
☐ Facilitated preparation and readiness for Agile Release Train events and ceremonies including PI Planning, System Demos and Team Retrospectives

Test Engineer:
☐ Performed functional, performance and regression testing and permission checks on PEGA Platform 7 web application
☐ Worked closely with development team to identify and capture test cases and bugs, ensure ruleset management and set up test environments
☐ Designed test cases that meet the acceptance criteria of the user stories assigned to developers, and automated tests through Silk Test Workbench

ACADEMIC QUALIFICATIONS

Lebanese American University – Byblos, Lebanon   **2011 – 2016**
Bachelor of Engineering in Computer Engineering with Honors **GPA 3.47/4.00**
Memberships: Lebanese State Alumni Community (LSAC), Institute of Electrical and Electronics Engineers (IEEE)
Publication: Model United Nations Simulation Software

REFERENCES – Available on request