SUZAN HADBA

UX - Business Analyst

PROFILE

What motivates me and gets me passionate is the opportunity to design the best user experience that exceeds user's expectations. My experience has taught me that the main goal is to understand and identify user's problem and the ability for framing the problem that makes the solution obvious.

CONTACT

ADDRESS:
Beirut, Lebanon

PHONE:
0096171575797

EMAIL:
suzan.hadba@hotmail.com

SKILLS

Team Work & Collaboration

Agile

Written & verbal communication

Critical Thinking

Creativity

SOFTWARES

Axure

Jira

TM4J Jira

Microsoft Office

Beirut International University - BIU
2013 - 2017
Bachelor degree in Management Information System

Ras El Maten Official School
2008 - 2011
High school degree in Life Sciences

Blueirng / UX – Business Analyst
2018 – Current
- o   Minimize the total project delivery by about 6 months through enhancing the quality and the user interface.
- o   Excessive analysis sessions with project's stakeholders to monitor results and performance and to suggest new enhancements.
- o   Prepare a clear detailed functional requirements documents.
- o   Feature's onboarding and continuous collaboration with the team to meet the timelines.
- o   UI, UX and overall functionality thorough validation to ensure meeting high level deliverables.
- o   Prepare usable and efficient wireframes to introduce new innovative ideas or to introduce a solution for a problem.
- o   Implement a new QA process (using TM4J Jira testing tool) to cover all possible scenarios and cases.
- o   Report and track the project progress and issues through JIRA.
- o   User guides preparation to support customers and new employees.
- o   Guide interns and junior staff to help them get involved.

Mindfield Digital / UX Specialist
2017 – 2018
- o   Organize inspiring meetings with customers and responsible members to brainstorm projects and to share ideas.
- o   Transform the customer's requirements into creative wireframes where it meets Jakob's law and other UX references.
- o   Perform an audit on websites and mobile applications to ensure that the user interface is user friendly and meets UX standards.
- o   Product validate by performing a proper testing on the user flows and journeys.

Mindfield Digital / UX Designer Intern
2017 – 2017
- o Learn step by step guides on the techniques we can use to both explore design problems and then come up with truly user centric solutions all the way through to delivery.
- o Learn how to use Axure software to translate requirements into high fidelity wireframes.

Proactive Holding / Administrative Assistant
2016 – 2017
- o Handle administrative requests and queries from senior managers, e.g. Write and distribute emails, memos, letters and faxes.
- o Organize and schedule appointments.
- o Develop and maintain a filing system.
- o Invoicing using Dolphin software.

Solarworld / Administrative Assistant
2015 – 2016
- o Communicate with mangers and clients to prepare offers and contracts.
- o Organize the crowded stock through monitoring the withdrawals and deposits.
- o Assist in invoicing using "Dolphin software".

Expertel Group / Indoor Sales Representative
2012 – 2014
- o Build a strong and happy relationship with customers by presenting and assisting in choosing their products.
- o Transfer money using western union system.