

# BRUNA CHRISTODOULOU

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## PROFILE

A hard-working, energetic and motivated Digital Product Analyst who takes initiatives, solves problems leading to higher productivity while maintaining production targets.

## PROFESSIONAL EXPERIENCE

### Digital Product Analyst | Saradar Bank | Lebanon | July 2020 - Present

Delivered projects: Loyalty profile single sign on - Customer profile details - Mobile application and website uplift: enhanced UI/UX - Mobile recharge payments - Bill payments - Top up account.

Study market trends and offer new or enhanced digital products based on user behavior analysis.

Assist in the implementation of the roadmap, communicate project status to business stakeholders and write business requirement documents.

Manage the backlog: create, write and prioritize user stories.

Organize website and application releases, sprint planning and retrospectives.

Support and maintain the website and mobile application functionality across all of the bank's channels through acceptance and regression testing.

### Omni-Channel Analyst | Saradar Bank | Lebanon | November 2019 - July 2020

Work closely with several departments in order to define, develop and implement solutions that offer a seamless user experience across the bank's digital channels.

Drive and define the launch of new or enhanced features and services based on the requirements of product owners.

Collaborate with UI/UX team, scrum team, and product owners to meet goals and timeline workflows.

Use agile methodology to deliver a high-quality product and a consistent customer experience.

Read APIs and service logs to find the root cause of errors.

Create and write stories in JIRA.

### User Acceptance Tester | Société Générale de Banque au Liban | Lebanon | November 2016 - October 2019

Write test scenarios and user stories. Perform unit testing, acceptance testing and regression testing.

### Accountant | Lebanese Air Transport | Lebanon | August 2016 - November 2016

Reconcile account payables and receivables, audit financial transactions and cargo shipment slips.

### Junior Reinsurer | Assurex | Lebanon | May 2015 - September 2015

Prepare treaty statement of account and reports for reinsurers and the ministry of economy and trade.

### Junior Accountant | Assurex | Lebanon | February 2014 - May 2015

Maintain financial records, analyze balance sheets and assist in month end closings.

Prepare journal entries, receipts, cash and check papers.

## EDUCATION

Digital Marketing Certificate | ECOLE SUPERIEURE DES AFFAIRES | LEBANON | May 2018

M.A. Masters in Marketing of Services | UNIVERSITE FRANCOIS-RABELAIS DE TOURS (IAE) | FRANCE | November 2015

Bachelor of Business Administration and Management | UNIVERSITE SAINT JOSEPH | LEBANON | June 2013

## SKILLS

Microsoft office | JIRA | Slack | T24 (Temenos) | Reading APIs | SPSS | Agile methodology | Collaboration and team work | Detail oriented

## LANGUAGES

Arabic: Mother tongue | English: Advanced | French: Advanced | Spanish: Beginner