Joseph Saikali

Date of Birth: 8 Feb. 1995

Nationality: American (USA)

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Languages:

English - Fluent

Arabic - Fluent

French - Intermediate

Objective

Hardworking team player with an ability to plan, develop, and implement projects efficiently. A talented and dedicated professional, with good organizational skills.

Work Experience

Marketing Business Analyst - Apliman Technologies

Beirut, Lebanon (Aug 2020 - Present)

Apliman Technologies are a leading telecom solution provider offering unified solutions with unlimited set of services to mobile operators across Africa, Middle East and Asia.

- Drive key business metric of lead generation and to identify competitors and potential markets.
- Gather information and examinine buying trends to develop successful marketing plans for preparing detailed reports on sales volume, customer experience, market trends, and competitors' outcomes.
- Provide recommendations for future tactics, seeking to increase sales volume such as, presenting detailed marketing strategies to Marketing Managers and other departments.

Business Analyst/Project Manager - CSP Solutions

Beirut, Lebanon (Jul 2015 - May 2019)

CSP Solutions build effective software solutions for all types of industries.

Business Analyst: *Reported to Managing Director of the company.*

- Handle client requests and briefs and worked on preparing effective business software solutions to fit clients' needs.
- Meet with clients to prepare project briefs and feasability studies (wireframes, use cases, workflow diagrams, requirements specifications documents (RSD))
- Capture Business Software Requirements from client brief using Sybase Power Designer to generate requirements' lists.
- Transform requirement list into Unified Modeling Language (UML).
- Create and design a model database and Entity Relationship (ER) models according to pre-approved UML from manager.
- Write use cases for web and mobile apps using Visio.
- Write entity dataflow diagrams, flowcharts, and activity diagrams.
- Design Software Wireframe for mobile and web applications using Microsoft Visio and Axure RP as a basic UI.
- Train client IT teams on software solution purchased from CSP Solutions.

Project Manager:

- Manage IT department team and projects
- Ensure the implementation of client servicing as per pre-agreed scope and following standard operating procedures.
- Conduct situation analysis, identify problem statement.
- Assess all possible risks and work on risk management solutions.
- Delegate the developer tasks using JIRA.
- Regular follow up with clients to ensure that project development is on track, and that completion (launch date, or delivery date) date will be met.
- Manage, assign, track and complete tasks efficiently using Asana Application.

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Education

ESA Business School, ESCP Accredited

Beirut, Lebanon (Sept 2020 – Present)

Masters Degree, Masters in Business Administration (MBA)

Lebanese American University (LAU), Adnan Kassar School of Business, AACSB Accredited

Beirut, Lebanon (Sept 2013 – Dec 2016)

BS in Information Technology & Operating Management (Management Information System – MIS)

Saint Joseph School (SJS)

Cornet Chehwan, Lebanon (Oct 1998 – Jul 2013)

Lebanese Bacc II – General Sciences (GS)

Skills

Technical Skills

Sybase Power Designer. MS Office. Java Script. Microsoft Visio. Microsoft Dynamics 365. Axure RP. JIRA. Zoho. Google Analytics. Microsoft Power BI. Electronic Medical Records (EMR). POS Systems. Loyalty Programs.

People Skills

Communication Skills. Training clients on systems. Understand people. Team Player. Self-starter. Dedicated & hard worker. Resourceful.

Workshop Courses

Communication Skills. Developing a Business Plan. Personality and Career Development.

Certificate(s)

Maharat Min Google: Digital Marketing Training - Sept 2019

Coursera: Information Systems Specialization (4 courses)

- IS/IT Governance Course - Offered by University of Minnesota - Feb 2020
- Analysis for Business Systems Course - Offered by University of Minesota - March 2020
- Enterprise Systems Course - Offered by University of Minesota - April 2020
- IT Infrastructure and Emerging Trends Course - Offered by Univeristy of Minesota - May 2020

Extracurricular Activities

Music, Swimming, Travelling, Gym.

Community Service

Conducted 60 hours of service work helping children with learning disabilities – 2011-2013

Conducted 20 hours of service at YASA in their social media campaigns - 2016

Conducted 12 hours at the Beirut Marathon Association - 2016

References

References are available upon request.