

# CAROLINA WAIZANI

Lebanon | +96181226679 / +9615465238 | cwaizani@gmail.com

## PERSONAL SUMMARY

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A talented and ambitious senior professional with a solid understanding of technical and business orientated project elements with more than 15 years' experience within the field of Technology and gain experience working on a digital transformation and digital economy, including solutions related to e-Commerce, FinTech and InsurTech. I am experienced in full life cycle project management, Product Management, Workflows, UI/UX prototypes, System Integration, Development and Deployment.

## KEY SKILLS

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|--------------------------|-------------------------------------|-----------------|
| • Project Management     | • Budgeting                         | • Leadership    |
| • Development life cycle | • Software Release Management       | • Teamwork      |
| • Disaster Recovery      | • Business Intelligence             | • Communication |
| • Blockchain             | • Analytical & Problem Solving      | • Budgeting     |
| • Workflows              | • eCommerce, FinTech and InsurTech. | • Design        |

## CAREER HISTORY

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- | Global Coalition for Efficient Logistics (GCEL) – Deputy Director of Operations / Technology   | Aug 2016 – Present |
|--|--------------------|
| <ul style="list-style-type: none"><li>• Promoted within 6 months due to effort and achievements within previous role (Senior Manager of Software Development)</li><li>• Provide technology vision and leadership for the development and implementation of technology applications in the areas of FinTech, InsurTech, e-Commerce and Logistics.</li><li>• Successfully completed 5 individual development projects within 6 months using Agile and SCRUM methodologies</li><li>• Design and build a prototype of AxioFin® - The Future of e-Finance, integrating different payment methods based on blockchain-DLT Technologies.</li><li>• Develops the multi-year systems plan and translates that plan into initiatives, programs, and projects</li><li>• Design and develop a new multi-dimensional scoring system using blockchain</li><li>• Develop and introduce workflows, processes, procedures and systems, to ensure the cyber security and confidentiality of all company data and to provide protection against internal and external threats.</li><li>• Creation of RFI and RFP documents to be shared with Technology firms, banking and Insurance firms to be channels partners.</li><li>• Direct the development and implementation of company-wide information and communications systems which provide all required support to company operations (Microsoft Team, SharePoint, CRM).</li><li>• Insightful: Make timely well-considered decisions, create innovative solutions and continuously learn</li><li>• Research and make recommendations on software products, frameworks to use, architecture, and services in support of procurement and development efforts</li><li>• Negotiate service level agreements with internal customers and service providers and monitor service delivery to ensure that agreed targets and standards are met.</li><li>• Negotiate contracts with external providers for services and products which cannot be provided internally and monitor service delivery to ensure that agreed targets and standards are met.</li><li>• Continuous updates on GCEL website and its subsidiaries using WordPress and MySQL.</li><li>• Develop GCEL Products website using innovative animations libraries (GSAP).</li><li>• Oversee the management of all data and information flows within the company to ensure that comprehensive and accurate management information is available as required.</li><li>• Provide a company-wide source of expertise on information technology and communications to ensure that managers and staff have the best possible information for effective decision-making and accessing data.</li><li>• Works closely with business partners to scope, define, and justify initiatives and projects</li><li>• Leads the development and application teams that support our systems and business</li><li>• Deployed a skilled global team with high integrity and expertise in operations &amp; quality assurance, performance management, and operational execution</li><li>• Conduct regular departmental audits of project performance and process compliance for monitoring and reporting</li><li>• Instigate Data Analysis and Dynamic Reports</li></ul> |                    |

Global Coalition for Efficient Logistics (GCEL) – Senior Manager Software Development

Feb 2016 – Aug 2016

- Contribute to the development of the company's strategic and business plans, particularly in relation to information technology and communications systems, in support of the company's mission and core objectives.
- Built a new development team and set up a new department where one did not previously exist.
- Hands-on management in all software development projects, applications, tools, operating systems, libraries and integrations throughout the project lifecycle. The main projects has been done using Java with Spring Framework, JavaFX, MySQL and AWS as global cloud infrastructure.
- Reporting direct to the VP of Technology.
- Managed a team of 12 developers and designers, managed changes, risks, issues, scope, cost, quality, communications and time
- Participated in system analysis and architecture
- Evaluated team performance, and encouraged individual improvement efforts
- Project life cycle analysis and project documentation including designing the project plan
- Successfully completed 5 individual development projects within 6 months using Agile and SCRUM methodologies
- Audited IT Systems, databases and applications using different algorithms and tools

#### **Gulfnet Communications, Kuwait – Enterprise Application Development Manager**

**Apr 2009 – Jul 2015**

- Planned, managed and oversaw the activities and operations of the Information Systems and Technical Department
- Developed the Information Technology strategy in support of the company's mission and core objectives
- Successfully completed more than 5 individual development projects within 6 years using Agile and SCRUM methodologies. The projects includes: Migration from Sugar CRM to Microsoft Dynamics CRM, e-Commerce website using .Net and MSSQL, creation of a e-Documentation Library using Microsoft Sharepoint, integration with archiving solutions (Ecspond and Saperiun), implementation of a private cloud using openstack and other small projects.
- Managed a team of 8 developers and IT support and network team
- Establish a gold partnership with Microsoft, allowing Gulfnet to start selling Microsoft licensed, including Office 365 to other technology firms.
- Analyze search results, manage search budget and recommend continuous improvements ensure positive ROI
- Supported management functions such as network inventory, service provisioning, network configuration, voice, data/Internet links, wireless/LTE and fault management
- Researched and evaluated new technologies
- Followed the lifecycle phases of a project, assigning the proper resources and estimating the timeline
- Maintained and developed the company website and external customer websites
- Monitored systems for optimum performance and capacity constraints
- Migrated customers from DSL to Fiber
- Radius monitoring, Juniper VTA/SBR/SRC configuration

#### **IDS (Integrated Digital Systems) & CNSS, Beirut, Lebanon– Senior Database Administrator 2008**

**Aug 2007 – Nov**

- Installation, configuration and deployment of MSSQL 2008 in the NSSF.
- Analyze more than 55 individual databases to execute a proper migration.
- Document a migration data plan
- Mapped out and implemented the conceptual design for database
- Installed and tested new versions of the database management system
- Migration, Mirroring, Replication, Backup functions (Tivoli Backup system -IBM)
- Monitored Database, Performance, Tunneling, Optimization to provide fast responses
- Integration of 35 branches and automation of the business processes
- Commissioned and installed new applications and customized existing applications to make them fit for purpose
- Meet stakeholders in 35 branches from NSSF, ministry of Finance and Health to coordinate the data migration.

#### **Teltac Company, Beirut, Lebanon – IT Manager**

**Mar 2003 – Jul 2007**

- Managed information technology and computer systems and applied experience in Networking, VoIP and billing systems to other countries (Africa/MEA)
- Develop a Helpdesk system using JSP and Postgress SQL database.
- Analysis, Design and Development of Software Systems and websites
- Designed, developed, implemented and coordinated systems, policies and procedures
- Database Administrator and Mail Server management (IPlanet Solution, Exchange Microsoft solution), Helpdesk solutions, Access Control, time attendance and CCTV systems
- Preserved assets, information security and control structures

#### **Early Career – Software Developer in Kynesoft, System Analyst in Panopticom & Instructor at Networking Laboratories in Caracas, Venezuela Jan 1997 – Feb 2003**

## **EDUCATION AND CERTIFICATIONS**

- Simon Bolivar University – Computer Science Engineering

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2000 - 2005

### **CERTIFICATIONS**

- NVIDIA: Fundamental of Deep Learning (2020)
- NVIDIA: Building Transformer Based Natural Language Processing Applications (2020)
- MINI MBA (2011)
- MCTS: Microsoft Certification in SQL (Design and Implementation)
- CCNA

### **TECHNICAL SKILLS**

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|--------------------------------------|---|-----------------------------|
| • Microsoft PM                       | • MSSQL/MySQL/Oracle12c/CRM                           | • Microsoft SharePoint      |
| • MO 365                             | • Java/JavaFx/JBoss/JSP/GSAP/JavaScript               | • Billing Solutions         |
| • Cloud (Azure, VMware, Citrix, AWS) | • Archiving solutions (Laserfiche, Ecspand, Saperiun) | • Backup solutions (Tivoli) |
| • Blockchain                         | • Digital Currency                                    | • Networking Infrastructure |

## **LANGUAGES & AWARDS**

### **Languages:**

- Spanish (Native)
- English and Arabic (Fluent)
- Portuguese and Italian (Basic)

### **Awards:**

- Database Project (Simón Bolívar University)
- Helpdesk System Project (Teltac)
- Performance Award (Gulfnet)

## **REFERENCES**

1. **Dr. Damodar Konda, VP of Technology (GCEL), USA**  
Relationship: Direct Manager  
+1 (248) 8850450  
[dkonda2000@yahoo.com](mailto:dkonda2000@yahoo.com)
2. **Rania Abou Nader**  
General Manager (Business Motion), Lebanon  
Relationship: Co-Worker  
+961 3 590539  
[rania@businessmotion.com.lb](mailto:rania@businessmotion.com.lb)
3. **Rania Hijeze**  
Sales Support Manager (Gulfsat), Kuwait  
Relationship: Colleague  
+965 66163433
4. **Paul Zalloua**  
Group Chief Operating Officer (Abdul Razzaq Abdul Hameed Al-Sane & Sons Group Co.), Kuwait  
Relationship: Supervisor [paul.zalloua@gmail.com](mailto:paul.zalloua@gmail.com)