

MIRA BADR  
+96171298049 ||[mirabadr95@gmail.com](mailto:mirabadr95@gmail.com)

## Overview

I have 5 years of experience in digital learning industry. I'm currently working as an EdTech Expert in 360Edx. Prior to that I was customer success manager with 20% role of business developer and product owner at IQUAD Learning Solution-E Learning provider.

## Education

Masters in STEAM Education–Lebanese American University (LAU)	Grad: 2021
Bachelor in Biology & Diploma in Teaching Secondary classes – Lebanese American University (LAU)	Grad: 2017

## Professional Experience

<b>360 Edx E-LMS-EdTech Expert-Lebanon</b>	2021-Present
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- Manage all the new and renewal client and measure the satisfaction rate
- Work closely with the developer team to enhance the solution
- Work closely with the marketing and social media team

<b>IQUAD Learning Solutions -Customer Success manager &amp; Business Developer-Lebanon</b>	2019-2020
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- Manage all client projects and initiatives
- Work closely with operations and designers' team
- Evaluate new systems and products for the organization
- Present clients' KPI and manage renewals

<b>Aie Serve-Trainer-Lebanon</b>	2018-Present
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- Deliver soft skills training for youth

<b>IQUAD Learning Solutions-Team Leader and Product Owner– Lebanon</b>	2018-2019
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- Work closely with operations and designers' team
- Monitor client project progress
- Design interactive courses upon the clients' request

<b>IQUAD Learning Solutions-Operations Coordinator-Lebanon</b>	2017-2018
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- Manage LMS portals and operational tasks
- Provide technical support

## Volunteer Experience

- Student Advisory Board – LAU Innovation Center
- Biology Teacher for grade 9 students at a public School-Shakib Ersan
- Public Relations-TEDXLAU
- Logistics Coordinator at Model United Nations and Model Arab League

## Awards & Certification

- Employee of the year at IQUAD Learning Solutions
- Certification of Appreciation from MMKN organization
- Trainer Certification from Aie serve
- Digital Computer Literacy from Microsoft

## Computer Skills

- Google products (Google classroom)
- Microsoft Products (Powerpoint, Word, Excel, Outlook, Office Mix)
- Authoring Tool (CrossKnowledge Mohive, Adobe Captivate)
- Learning Management Systems (CrossKnowledge, 360 EDX, WordPress, Voxy E-learning, Madrasatie Online)
- CRM Systems (Salesforce, ISCRM)
- Atlassian Products (Jira Software, Jira Service Desk, Confluence)
- Legal Software (App4legal)

## Languages

Fluent writer, reader and speaker in Arabic and English

## Hobbies

Reading

Swimming

Community Service