



## Solange Eid

✉: [solange.a.eid@gmail.com](mailto:solange.a.eid@gmail.com)

☎ : 00961 3 529 829

Beirut - Lebanon

---

To whom it may concern,

Actively Seeking New Challenges and Opportunities.

Passionate, motivated, results-oriented and hardworking individual looking for a managerial/directorial position, where I can put to use my analytical and problem-solving approach as well as my conflict resolution and counselling skills for tackling the daily challenges of the job while adding value to the organization and its goals.

With almost 18 years of professional and personal work I have honed flawless competencies in programming (My computer skills include but not limited to: SAP, SAGE, Sharepoint 2010, C/C++/C#, J2EE, JAVA, Java Script, Visual Basic.NET, SQL, Oracle, Assembly language, Microsoft Access, QuarkXPress, Mathematica, HTML, ASP.NET, ArcGIS, Autocad, MapObjects, Infragistics, Crystal Reports, Microsoft Office: Word, Excel, PowerPoint, the Internet and Email....), tutoring, training, software engineering and re-engineering process, pre-sales and sales process, consultancy, management (people, project, program, team), analysis (system, requirements, data), NGOs, business development, marketing, organizing events, finance & profitability, budgetary control, recruitment, training of staff, analytical thinking, counselling, problem solving, conflict resolution, leadership, empathy, persuading & influencing others.

Though a graduate of Lebanese American University with a Bachelor of Science degree with a distinction in Computer Science and minor Mathematics, I have worked in my domain for more than a decade but since 2014 I have had the privilege to also work on missionary/humanitarian projects inside Lebanon (latest was April 2019 in Beirut – Lebanon with Open Heaven Organization) and abroad (latest was July 2017 in Payatas – Philippines with the Puso Ng Ama Foundation, Inc. (PNA)).

What I know is in addition to my skills and expertise; I also bring a wealth of experience in a variety of business and with a diversity of cultures.

Eager to learn more about your needs, I would welcome the opportunity for a personal interview.  
Thank you for your time, consideration and forthcoming response.

Sincerely,  
Solange Eid

# Solange Eid

## Personal

---

- \* Date and Place of birth: 14/04/1977 Beirut, Lebanon
- \* Nationality: Lebanese
- \* Address: Beirut, Lebanon
- \* Gender: Female
- \* Marital Status: Single
- \* E-mail : [solange.a.eid@gmail.com](mailto:solange.a.eid@gmail.com)
- \* Mobile : +961 3 529 829

## Honors & Awards

---

### Certificate of Appreciation

**SUNY-CLD**

**11-30- 2010**

This certificate was presented to me in recognition of my outstanding contribution to the successful implementation of the Center for Legislative Development Projects in Lebanon.

### Certificate of Appreciation

**Governor of Beirut**

**05-15- 2009**

This certificate was presented to me in recognition of my outstanding contribution to the successful development and implementation of the Administrative and Financial Projects in Beirut Municipality.

### Student Honor Society Membership Certificate

**LAU**

**05 -20-2003**

This certificate was awarded to me for the Academic Year 2002 - 2003, in recognition of my superior academic performance, promoting good citizenship and behavior on and off campus, and encouraging me to be role model to other students.

### Student Honor Society Membership Certificate

**LAU**

**05 -21-2002**

This certificate was awarded to me for the Academic Year 2001 - 2002, in recognition of my superior academic performance, promoting good citizenship and behavior on and off campus, and encouraging me to be role model to other students.

## Volunteer

---

**Feb 2014 –Apr 2019**

**Different NGOs & Churches**

**Europe & Lebanon**

### Independent Volunteer Manager

In 2014 I had the chance and privilege to work on missionary/humanitarian projects inside Lebanon (From the North to the South, passing by Mount Lebanon, Shouf and surely Beirut) and abroad (Europe: Germany, Bosnia, and Poland). I volunteered with Individuals, Churches & NGOs (Open Heaven Organization, Power & Love, HSI, Awakening Europe, Catholic Church, Free Churches, Charismatic Evangelical Churches ...) From organizing events and workshops to bringing food, clothes, counsel, and comfort to the less fortunate.

**Jul 2017 –Jul 2017**

**Puso Ng Ama Foundation, Inc. (PNA)**

**Payatas, Philippines**

### Community Development Volunteer

I travelled with a team of 6 people (local and foreigners) to the Philippines for a missionary project with Puso Ng Ama Foundation, a Non-Government & Non-Profit Organization in Payatas Quezon. I organized workshops and sessions with PNA Youth Team and Leaders. I assisted in preparing a banquet for the people of Payatas in the PNA centre. I excelled in managing people of all ages and in any crisis or situation they were living or facing. It was pure abundance of love, joy, empathy and simplicity!

## Work Experience

---

*Nov 2015 – Sept 2017*

*International Forgiveness Institute (IFI)*

*Rmeileh, Lebanon*

### **Senior Consultant/Facilitator**

IFI (now known by Foundation for Forgiveness and Reconciliation in Lebanon) is a non-profit organization that seeks to address forgiveness and reconciliation through a forgiveness education program for youth who have been adversely affected by issues of conflict, division, and poverty.

I served with youth and young adults from various communities in Lebanon, providing education in nonviolent conflict resolution through the Forgiveness Journey curriculum. This involves developing an understanding of the spectrum of forgiveness, from a space of basic coexistence all the way to complete reconciliation; I aimed to equip the youth participants with skills needed such as communication, teamwork and leadership, allowing them to explore conflict resolution. Our projects have included groups from Lebanese, Palestinian, Syrian, and Iraqi communities of various religious backgrounds. The core to our work is restoring relationships between host and displaced communities as well as Lebanon's own array of diverse socio-religious communities. Intergroup engagement and bringing opposed groups together in order to nurture the aspects of reconciliation they have learned from the Forgiveness Journey in a real-world setting.

*Jul 2013 – Dec 2013*

*Samir Editeur s.a.r.l*

*Casablanca, Morocco*

### **General Director**

In charge of the day-to-day running of the business, encouraging and maintaining a positive working environment, team building, recruitment, training of staff and organizing events. I was responsible for the performance, profit and loss, compliance, budgetary control, business development, people management and communication of the business.

*Aug 2011 – Sept 2012*

*BMB Marking Systems s.a.l. (BMB MS)*

*Baabda, Lebanon*

*Nov 2011 – Sept 2012*

### **Pre-Sales Manager / Business Solution Consultant**

My position was a broad role encompassing consultancy, marketing, team management, project management, systems analysis, process re-engineering, user training documentation and technical writing in the complete suite of products offered in areas of Enterprise Mobility Solution and Business Systems Engineering.

I acted as a "Solutions Expert", helped BMB customers with their unique critical business issues and strategic initiatives by analysing and offering them competitive mobility software solutions, educated prospects and the market on the capability of mobility products to enable organizations to compete better within the traditional market, generated new businesses by leveraging existing relationships, prospecting, conducting market analysis, and evangelizing the company's SaaS based offerings. I managed and assisted as well as, provided my pre-sales team and the sales team with functional, technical, and industry support in the creation of ROI templates and other sales tools, as required. I developed relationships with existing customers and nurtured references. I performed product demonstrations to end users and senior management up to the executive level.

*Aug 2011 – Oct 2011*

### **Senior Project Manager**

I was responsible for the management of all phases of client service projects in areas of Enterprise Mobility Solution and Business Systems Engineering: Sales Force Automation, Warehouse Management System, Fixed Assets, Inventory and Maintenance among others.

Working closely with my team and the clients, I defined, documented and developed business requirements, processes and project plans identifying key dates and resource requirements for several projects. I tracked key milestones, adjusted project plans accordingly by preparing and delivering reports and recommendations.

*Feb 2011 – Jul 2011*

*Ever ME*

*Beirut, Lebanon*

### **Pre-Sales Engineer**

I acted as the sales team's technical encyclopaedia during the sale process, performing technical presentations and representing the technical aspects of how the Enterprise Content Management solution solves customer problems.

I was the mediator between clients and sales team both in business and technical capacity, making technical presentations, answering technical questions and managing customer trial through e-mail, phone and on-site visits. I offered post and pre-sales technical support for EVER customers. I assisted and participated in developing RFI, RFP and RFQ responses, preparing report of product issues and deficiencies and creating proof of concept and prototyping solutions using the firm's software platform. I worked in a team but also had independent tasks to manage end to end.

*Mar 2005 – Nov 2010*

*Center for Legislative Development of the  
State University of New York at Albany (SUNY/CLD)*

*Beirut, Lebanon*

### **Senior Consultant / Senior Software Developer & Analyst**

The Center for Legislative Development has provided assistance to almost 900 local government institutions including municipalities, administrative districts, and governorates in Lebanon under the auspices of the US Agency for International Development (USAID) funded Lebanon Relief and Redevelopment Project. Program activities are focused on strengthening administrative, financial, and human resource capacities of the targeted institutions, curbing the spread of corruption, and enhancing citizen participation in decision-making processes. Overall project goals are to support the core democratic values of accountability, transparency, and effectiveness. Continuously funded by USAID, the Center has also supplied ongoing support to the key central oversight agencies--the Civil Service Board, the Central Inspection Board, and the Court of Audit--to streamline existing regulations and to facilitate the creation of new regulations to strengthen the role of municipalities. At the same time, SUNY/CLD has provided technical assistance to the Lebanese Parliament to enhance its administrative and legislative capacities in support of its role as a democratic institution.

I analysed, developed, upgraded, implemented and presented designs and models of Electronic Archiving System for parcels (a municipal land management information system), a Bill Tracking System (a workflow application) that manages the legislative business process of proposed laws to the Lebanese Parliament and a Geographic Information System for Lebanese Municipalities (a municipal decision support system).

I developed and upgraded some of the major municipalities' websites as well as the website of the Ministry of Interior and Municipalities (MOIM). I successfully trained and supervised workshops on all our systems in addition to Microsoft Office, Autocad, ArcGIS and GPS systems.

Development Environment: MICROSOFT .NET 2.0, Visual C#, ArcGIS 9.3, MapObjects 2.4, Infragistics 4.3, Crystal Reports, Reporting System, Oracle 9i and Windows 2003 Server.

*Nov 2003 – Jul 2004*

*Sentia Group*

*Beirut, Lebanon*

### **Junior Software Developer**

I developed, upgraded and implemented designs and models of Conflict Resolution, Decision Making and Mathematical Theories and Functions type of applications.

Development Environment: MICROSOFT .NET, Visual Basic, Visual C++, Macromedia Flash MX.

*Oct 2001 – Sep 2003*

*L.A.U. School of Arts and Sciences*

*Beirut, Lebanon*

### **Undergraduate Assistant & Office Administrator**

I assisted, supervised and tutored regular, laboratory and problem-solving sessions in Mathematics and Computer Science for sophomore, Junior & Senior classes.

## Education

---

*Jan 2001 – Sep 2003*

*Lebanese American University*

*Beirut, Lebanon*

**Bachelor of Science graduated with distinction - B.S.**

- Major: Computer Science
  - Minor: Mathematics

*Oct 1998 – Dec 2000*

*Middle East University*

*Beirut, Lebanon*

**Bachelor of Science - B.S.**

- Major: Computer Science

## Languages

---

- English (Proficient)
- French (Upper-intermediate)
- Arabic (Mother Tongue)

## Extracurricular Activities

---

Volunteering, reading, music, travelling, movies, swimming...