

Melissa Barakat

Experienced operation and product manager with exceptional knowledge of developing strategic plans for service excellence with great educational knowledge in Information Communication Technology. My passion is to stay up to date with the latest cloud technologies, especially in SAAS.

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📍 Beirut, Lebanon



EXPERIENCE

CONFIDENTIAL Seed Stage Startup — Product Manager

Dec 2020 - Present

- Developed and maintained a detailed project plan.
- Coordinated details with in-house and freelancers; coders front and backend, graphic designers & copywriters.
- Controlled and tested the development process on an ongoing basis, evaluating progress and quality, and taking corrective action as necessary.
- Transformed a relatively non-existent social media profile into an online presence across Instagram, Facebook, Google+, and WhatsApp.
- Global Configuration using; Firebase, analytics ReCAPTCHA, google admin, and Facebook pixel.

Global Laundry, Bouchrieh — Manager

Sep 2019 - Oct 2020

- Navigated the start-up process to incorporate, establish policies and procedures equipment while adhering to a strict budget.
- Added, modified, deleted the software's items database daily according to the store's needs.
- Enhanced and maintained laundry facility productivity
- Performed staffing, training, development, scheduling, and invoicing
- Guided marketing and social media staff on Facebook & Instagram and web campaigns within budget and scope of online objectives.

Global Tech, Bouchrieh — VoIP Operator & NOC

Mar 2017 - Oct 2020

- Maintained & configured VOIP, SIP Gatekeepers and Gateways/Routers on E1/T1
- Troubleshooting telephony related problems including VOIP, and Call Center.
- Followed up with customers regarding technical configurations and billing systems.

SKILLS

- Operations & Staff Management
- Strategic & Business Planning
- Hardware and Software
- VoIP telephony
- Microsoft Office
- G Suite
- Google Analytics
- CRM Software (Salesforce & ZOHO)
- Sling Employee Management System
- Mail Chimp
- Notion
- Arabic (Native), English & French (Excellent Written and Spoken)

CERTIFICATES

Google Digital Marketing.
Google Project Management.
CCNA -V6-Cisco.
HCIA-5G Huawei.

PROJECTS

ABOVE — e-Commerce

Full Solution e-commerce for a gold-plated jewelry brand.
www.above.so

Scan the Menu — Senior Project

SAAS Solution for Bars and Restaurants consisting of implementing and managing a QR code menu with digital ordering.