ALAA HAITHAM HOMSI

PERSONAL DETAILS

🏠 Address: Beirut, Airport street

📞 Phone Number: 0096171725937

✉️ Email: alaa.homsi.leb@gmail.com

📱 Linkedin: linkedin.com/in/alaa-h-homsi

OBJECTIVE

Securing a responsible career opportunity to fully utilize my expertise and skills, while making a significant contribution to the success of the company

SOFT SKILLS

- Accuracy, flexibility, integrity and attention to details.
- Conflict management and decision making.
- Positive attitude while working under stress.
- Organizational and time management techniques.
- Administration skills and confidentiality.
- Eagerness to learn new techniques and skills.
- Brainstorming, creativity, and deep analysis.
- Project Coordination skills.
- Digital Marketing Knowledge.
- Deliver projects using Agile SDLC techniques.
- Interpersonal communication skills.

LANGUAGES

- English: highly developed in reading, writing and conversational
- Arabic: native language.

EDUCATION

Lebanese International University – BS in Information Technology
2018
GPA: 3.1/4

Lebanese University – Business Administration
2012 - 2014
Studied 2 years

WORK EXPERIENCE

Monty Mobile - Digital Transformation Technical Coordinator
May 2022 – Presently

- Working on project management systems and updating tasks, as well as chasing other stakeholders if their deadlines are fast approaching,
- Coordinate with internal departments and external stakeholders, to ensure project delivery before deadline
- Conduct process analysis and functional design based on clear functional requirements.
- Manage projects and contribute to teamwork.
- Create, maintain, and enter information into databases.
- Extensive technical support.
- Monitoring data integrity and accuracy.
- Initiate exciting PowerBI Dashboards and reports for upper management.
- Daily follow-up with stakeholders to ensure workflow efficiency.
- Provide extensive training to new and existing users.
- Coordinating with Account managers to finalize client sales workflow.
- Other Sales Operations tasks

Jaypay Marketing Agency - Website Administrator AKA Project Launcher
June 2021 – April 2022

- Working on project management systems and updating tasks as well as chasing other stakeholders if their deadlines are fast approaching.
- Coordinating with stakeholders on a daily basis to ensure project delivery before deadline.
- Hosting, creating, and maintaining exciting websites on WordPress-based on stakeholder business requirements
- Maintaining WordPress Themes, Plugins and Editors.
- Good knowledge in setting up Google services (Gsuite, GTM, Google Analytics, Google Seach Ads, Google Search Console, Google Data Studio,...) and Adequate knowledge of HTML5 & CSS
- Wide knowledge in digital marketing and email marketing
- Running extensive QA testing on stakeholders websites to ensure functionality and ease, before pushing to production.
- Handling CRM administration, managing autoresponders and adding client info.
- Solid knowledge of SDLC, User Journey, UX/UI, Sales pipeline, Sales Operations.

Hawa Chicken - Sales and Customer Service Supervisor
October 2014 – April 2021

- Implement sales strategies and support activities, including special offers and discounts.
- Monitor team progress, provide strategic coaching in selling and customer relationship skills.
- Train new employee on company policies and procedures, as well as sales technique.
- Develop long-term relationships with customers to encourage trust and loyalty.
- Organize staff working schedules.
- Assisting store management with generating sales potentials, recruiting and developing staff, and maintaining store appearance.
- Make sure all sections are sticking to sales and customer service policies and procedures.
- Involve sales staff and call center agents in accomplishing store KPIs (cross selling, upselling and reaching sales targets).
- Utilize CRM, modern tools and software to handle daily workflow.
- Report periodic sales reports and customer service complaints to upper management.
- Resolve customer complaints and questions via phone, face to face, mail and social media

SKILLS

- Google tools (GA, GSA, GTM, GSC, Google Data Studio, ...)
- Microsoft office 365 package
- Adobe creative suite (photoshop, XD, Premiere)
- Front end languages: HTML5/CSS
- Microsoft Power Platform

- Jira/Confluence/Trello/ Agile SDLC tools.