IVANA HASSAN

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Highly motivated and recent graduate in Management Information Systems, eager to leverage academic knowledge and dynamic problem-solving skills in a Business Development role. Seeking opportunities to contribute to the growth of a forward-thinking organization through effective client engagement, strategic partnerships, and innovative business solutions.

EXPERIENCE

BUSINESS DEVELOPMENT ASSOCIATE

BAALBAKIREALESTATE, BEIRUT

Lead web, social media, and design projects, conduct market research, manage strategies, and collaborate with sales.

- **Initiated and managed a customer feedback program, obtaining valuable insights that led to improvements in service delivery and client satisfaction.**
- **Collaborated with the IT team to implement CRM tools, streamlining customer relationship management and improving communication efficiency.**
- **Developed and delivered training sessions for sales and marketing teams on the effective use of digital tools and technologies, enhancing overall team capabilities.**

INSTRUCTOR

CODUCATORS , BEIRUT

- **They also participated in regional robotics competitions and contributed to the development of Coducators' educational materials.**
- **They conducted regular assessments to ensure personalized learning and collaborated with school administrators, parents, and colleagues to create a supportive learning environment.**
- **Coducators designed and delivered engaging programming and robotics courses to young learners, using age-appropriate curriculum modules and hands-on activities.**

IT INTERN

EXCILLIS FINANCE, BEIRUT

- **Competent in mobile device hardware troubleshooting. Strong documentation skills contribute to efficient IT asset management by recording hardware configurations, changes, and maintenance activities.**
- **Knowledgeable about power management and hardware security measures**
- **Capable of managing servers, storage solutions, memory modules, and BIOS/UEFI configurations**
- **Proficient in troubleshooting hardware issues, conducting root cause analysis, and implementing effective solutions. Skilled in preventive maintenance tasks, peripheral device configuration, and networking hardware setup**

EDUCATION

- **MANAGEMENT INFORMATION SYSTEM (2020-2023)**
  "MANAGES DATA, TECHNOLOGY, AND PROCESSES TO OPTIMIZE BUSINESS OPERATIONS AND FACILITATE INFORMED DECISION-MAKING."

PERSONAL PROJECT

- **E-COMMERCE PLATFORM INTEGRATION**
  - *LED A TEAM PROJECT TO INTEGRATE AN E-COMMERCE PLATFORM WITHIN A SIMULATED BUSINESS ENVIRONMENT.*
  - *ANALYZED USER REQUIREMENTS, DEVELOPED A PROJECT PLAN, AND IMPLEMENTED A FUNCTIONAL E-COMMERCE SOLUTION.*
  - *PRESENTED THE PROJECT OUTCOMES TO FACULTY AND PEERS*
- **BUSINESS INTELLIGENCE DASHBOARD**
  - *UTILIZED DATA ANALYTICS TO IDENTIFY PATTERNS AND TRENDS, PROVIDING VALUABLE INSIGHTS FOR BUSINESS GROWTH.*
  - *DEVELOPED A BUSINESS INTELLIGENCE DASHBOARD USING TOOLS LIKE TABLEAU TO VISUALIZE AND INTERPRET DATA FOR STRATEGIC DECISION-MAKING.*
- **INTERACTIVE SCHOOL WEBSITE**
  - *THE "INTERACTIVE SCHOOL WEBSITE" PROJECT AIMS TO ENHANCE BOURGEONS DE L'AVENIR'S COMMUNICATION AND COMMUNITY ENGAGEMENT*
  - *KEY FEATURES INCLUDE A USER-FRIENDLY HOMEPAGE, DETAILED SECTIONS ON ACADEMICS, ADMISSIONS, STUDENT LIFE, AND PARENT RESOURCES. DEVELOPMENT CONSIDERATIONS PRIORITIZE RESPONSIVE DESIGN, SECURITY, AND SEO OPTIMIZATION*
  - *THE TIMELINE SPANS 10 WEEKS, LED BY A DIVERSE PROJECT TEAM, WITH A BUDGET ALLOCATION FOR DOMAIN, HOSTING, AND DEVELOPMENT TOOLS*
  - *ULTIMATELY, THE PROJECT SEEKS TO CREATE A DYNAMIC ONLINE HUB FOSTERING SEAMLESS INTERACTION, EASY ACCESS TO INFORMATION, AND A SENSE OF COMMUNITY WITHIN THE SCHOOL.*

TRAININGS

- **Database Management Systems (DBMS)**
- **Data Analytics and Reporting**
- **Networks and Security (Linux , Windows)**
- **Unified Modeling Language (UML)**
- **Programming Languages (C , C++ ,C# , Java)**
- **Project Management**
- **Cybersecurity Awareness**
- **Programming Skills Development**
- **User Interface (UI) and User Experience (UX) Design**

RELEVANT COURSES:

- **Information Systems Management**
- **Business Intelligence and Analytics**
- **E-commerce Strategies**
- **Database Design and Management**
- **Project Management.**
- **Graphic design**
- **Cyber security**
- **Web developer**
- **Psychology**
- **Computer literacy in MS Word, PowerPoint, Excel, and Internet**
- **Self-development**
- **IT support**

SKILLS

- Excellent interpersonal and communication skills both verbal and written.
- Time management skills
- Field work expertise.
- Working under pressure.
- Business Development
- Analytical Skills
- Object-Oriented Programming (OOP)
- Team Collaboration
- Laravel , php , HTML , CSS , JavaScript , JQuery , Ajax
- WordPress , GoDaddy

Language

- **Fluent in Arabic (Spoken and Written)**
- **Good in English (Spoken and Written)**
- **Good in French (Spoken and Written)**