



Martine KMEID

PROJECT MANAGEMENT
SPECIALIST

CONTACT

Kmeid building, 1st floor
Zouk mikael
Lebanon

+961 - 70- 925 167

martinekmeid@gmail.com

FOLLOW ME

linkedin.com/in/martine-kmeid-a263b8153

LANGUAGES

ARABIC ● ● ● ● ●
ENGLISH ● ● ● ● ●
FRENCH ● ● ● ● ●

HOBBIES

Photography Swimming
Painting Hiking



ABOUT ME

Experienced Project Management Specialist with a demonstrated history of working in the banking industry. Skilled in Negotiation, Customer Service, Sales, Communication, and Temenos T24. Strong professional with a Bachelor of Business Administration - BBA focused in Business Administration and Management, General from Holy Spirit University of Kaslik - USEK.

- Communication skills.
- Capability of organizing, leading and controlling.
- Sociable person who can deal perfectly with others.
- Hard worker.
- Effective team member and negotiator.



EDUCATION

> **HOLY SPIRIT UNIVERSITY OF KASLIK (USEK)** 2012-2016
KASLIK - LEBANON

Bachelor of business administration
Concentration in Management

> **COLLEGE DES APOTRES JOUNIEH** 1996-2011
JOUNIEH - LEBANON

Lebanese Baccalaureate
Option ES



EXPERIENCE

> **Digital products analyst** September 2021 - present
(SARADAR BANK)

- study market trends and offer new or enhanced digital products based on user behavior analysis.
- Assist in the implementation of the roadmap, communicate project status to business stakeholders and write business requirements documents.
- create and write stories on Jira.
- Manage the backlog: create, write and prioritize user stories.
- Organize website and application releases, sprint planning and retrospectives.
- Support and maintain the website and mobile application functionality across all of the bank's channel through acceptance and regression testing.
- Work closely with several departments in order to define, develop and implement solutions that offer a seamless user experience across the bank's digital channels.
- drive and define the launch of new or enhanced features and services based on the requirements of product owners.
- Collaborate with UX/UI team, scrum team and product owners to meet goals and timeline workflow.
- Use agile methodology to deliver a high-quality product and a consistent customer experience



Martine KMEID

PROJECT MANAGEMENT
SPECIALIST

CONTACT

Kmeid building, 1st floor
Zouk mikael
Lebanon

+961 - 70- 925 167

martinekmeid@gmail.com

FOLLOW ME

linkedin.com/in/martine-kmeid-a263b8153

LANGUAGES

ARABIC ● ● ● ● ●
ENGLISH ● ● ● ● ●
FRENCH ● ● ● ● ●

HOBBIES

Photography Swimming
Painting Hiking

> Planification, project management and organization, User acceptance tester (UAT) (SOCIÉTÉ GÉNÉRALE DE BANQUE AU LIBAN)

Novembre 2016 - September 2021

- Gather the key acceptance criteria ,FSD and define the scope for the testing process.
- Validate the software against the business requirements and functional specification.
- Create and execute UAT test plans.
- Perform functional tests for the new banking app and website.
- Prepare test scenarios, test cases and test data based on business process.
- Maintain traceability.
- Report defects and manage them throughout their lifecycle using Mantis bug tracker.
- Produce UAT end of test report.
- Comparison of actual test results against expected results.

> Internship program; Certificate of Achievement (BANK AUDI)

May 2016 - June 2016

- Teller.
- Customer service.
- General knowledge in several department in the head office.

> Counter sales person Zouk Festivals; Zouk, Lebanon

August 2011

- Sales
- Cash Count

> Sales manager and customer service Zouk, Lebanon

Experience in communication and dealing with clients due to family business in selling pastry



SKILLS

| | | | |
|------------|-----------|----------|-----------|
| T24 | ● ● ● ● ● | Mantis | ● ● ● ● ● |
| ICBS | ● ● ● ● ● | Backbase | ● ● ● ● ● |
| Word | ● ● ● ● ● | Excel | ● ● ● ● ● |
| PowerPoint | ● ● ● ● ● | | |