

Makram al awar

Lebanon

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Summary

An experienced Associate Business/Technical Analyst and System Administrator with a background in Management Information Systems. Skilled in web and app quality assurance, internal system management, project coordination, and CMS and e-commerce experience. I have successfully developed technical and functional expertise in product solutions and prioritized and managed work queues with incoming requests from multiple departments. In addition to my experience as an outreach officer with excellent community engagement and liaison skills. I am active volunteer with the Lebanese Red Cross holding multiple certifications in customer service, problem-solving, and mission leadership.

Experience



Project Coordinator / UX/UI Facilitator **MINDFLARES**

Jul 2023 - Present (4 months)

- Guarantee that the final developed product meets the design and experience provided by the design team.
- Ensuring that the development and implementation of inspection activities, the detection and solution of problems, and the delivery of satisfactory outcomes meet Mindflares standards
- Ensuring the timeline, details, and materials of a given project are well organized and available on Drive and ClickUp.
- Creating and assigning team members to tasks and projects on ClickUp (Mindflares Project Management Software) and double-checking overdue tasks and timelines.
- Communicating with leads about any changes in the project's plan, updating the timeline accordingly, and sharing the weekly deliveries depending on the timelines.
- Following up with developers on deliveries.
- Generating reports weekly, bi-weekly, and monthly (depending on managers' requirements).
- Checking team time tracking and generating a monthly report.
- Managing the Drive files and ensuring all team members are uploading their



Outreach Officer

Lebanese Red Cross

Jan 2022 - Present (1 year 10 months)

- Developed and implement an outreach plan that involves community awareness campaigns.
- Conducted door to door outreach visits in daily basis to identify and engaged target community.
- Engaged and educated the community by participating in community events and meetings and by making awareness sessions on the program and protection issues.
- Served as a liaison to community partners and disseminate clear information about the project services directly to host communities and refugees.
- Network with social services agencies, schools, municipalities, schools, community stakeholders, etc.
- Ensure that safe identification and referrals are done with transparency and confidentiality efficiency to meet basic needs and provide access to needed services.
- Contribute to the implementation of PSS, craft and art activities to children and adults when needed.
- Participate in all capacity-building trainings internally and externally and ensure that proper feedback is provided



Associate Business Analyst/Systems Administrator

Imagine Labs

Oct 2019 - Jul 2023 (3 years 10 months)

Web/App Quality Assurance

- Designed and executed test plans based on the product acceptance criteria and the customer needs
- Enhanced the overall quality of the platforms by identifying test coverage gaps and closing them via the right means
- Provided timely and accurate feedback to the team/program on the progress of issues and tasks and escalate problems when necessary
- Suggested new ideas and approaches to enhance current processes and procedures.
- Maintained and enhanced existing Web and mobile applications.

Associate Technical Analyst

- Developed technical and functional expertise with product solutions through initial onboarding, on the job experience, and other learning opportunities
- Prioritized and managed work queue with incoming requests from multiple departments; communicate progress at regular intervals
- Provided daily system monitoring, production issue troubleshooting, end-user issue resolutions

Internal System Management

- Managed the internal system of the company for the past 2 and a half years
- Managed employee training for all new recruits for over 2 years
- Offered Continuous advice, guidance, and mentorship on duties and best practices
- Supported the training and development of new employees through the company's induction program
- Responsible for maintaining the company's knowledge base

Project Coordinator

- Collaborated with technical team on understanding business requirements for both internal and external customer-related projects
- Assisted in the formulation of client requirements and scope of work on various technology-driven initiatives

- Collaborated on preparing project plans and presenting them to client
- WordPress, CMS, and E-commerce Experience
- Designed and developed responsive design websites
- Designed and developed E-commerce platforms
- Supported product launches on the web-store including content, imagery, pricing, etc
- Experience with CMS Platforms (WordPress, Jumla, Ecwid, Shopify, Wix)

Administrative Assistant

Pineland hotel and health resort

Apr 2017 - Oct 2019 (2 years 7 months)

- Directly reporting to the Operations Manager
- Check emails on daily basis and distribute them as necessary
- Prepare groups' proposals and follow up on them
- Welcome the groups and coordinate their stay with F&B and Events Departments
- Perform direct negotiation and upselling with the customers as per the hotel's guidelines
- Tour the resort with the guests attempting to persuade them for visiting it
- Act as support to the front office department, Accounting department and Security department during big events

Guest Services

Pineland hotel and health resort

Dec 2015 - Apr 2017 (1 year 5 months)

guest service

Greeted guests with a cheerful and pleasant voice.

Checked guests in/out with a professional and efficient manner always

Responded guests' questions and assisted them with their needs.

Handled all requests of guests, no matter how small.

Ensured requests were followed through and completed.

Proven ability to work with same efficiency within stressful situations.

Committed to customer satisfaction.

Serviced customer in a friendly and courteous manner.

Committed to 4 diamond and above standards.

Enjoined working with a team or with limited supervision.

Maintained up-to-date knowledge of all hotels and area of events and activities.

Education



Lebanese International University

Bachelor's degree, Management Information Systems, General
2015 - 2018

Licenses & Certifications

Customer Service and Problem Solving

Supervisory skills training



UI/UX Design Expert - Simplilearn

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Skills

Microsoft Office • Customer Service • Microsoft Word • Microsoft Excel • Microsoft PowerPoint •
Tableau • MySQL • Data Entry