Maria Akiki

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📞 +961 76 682 116

🏠 Al Metn, Lebanon

📅 March 26th, 1999

in linkedin.com/in/maria-akiki-51331423a

Skills

- **Computer Skills:**
MS Office (Word, Excel, Power Point, Outlook), Microsoft Teams, Programing: HTML, CSS, JavaScript, WordPress (Front-end Design), Adobe Photoshop, Fast typing (Arabic, English), Great attention to detail

- **Time Management:**
Smart Planning and Execution, Scheduling, Monitoring, Higher Quality of Work, Meet the deadline timely, Proper Use of Time and Resources, Increase Productivity, Controlling of all project activities, IT support, Database Updating, Customer Service, Good Organizer (Ability to liaise internally and externally on administrative matters)

- **Social Media:**
LinkedIn, Instagram, TikTok, Facebook, VN, CapCut, Camtasia Studio

- **Personal Skills:**
Ability to work under pressure/ Excellent team player/ Respectful/ Quick learner/ Creative problem solving/ Excellent writing and verbal communication skills

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Maria Akiki

IT Operations Coordinator |Project Coordinator| Front-End Content Management

Profile

I am an energetic person who has developed a mature approach to any task that I undertake or situation that I am presented with. I graduated with three years of computer science. I am excellent at working with others to achieve a certain objective on time.

Education

MBA, Human Resources Management   **Feb 2023 - Present**
Arab Open University, Lebanon

BS in Computer Science   **Sep 2019 - May 2022**
Arab Open University, Lebanon

Work Experience

IT Operations Coordinator   **Feb 2023 - Present**
Modern Care Clinic, Antelias, Al Metn, Lebanon

✓ **IT Coordination:**
- Managing IT Projects from inception to completion.
- Collaborate with cross-functional teams, including IT, marketing, and administration, to ensure seamless integration of technology and information across the clinic.
- Monitoring and Troubleshooting IT systems to identify issues and insure that systems are running smoothly.
- Maintains IT Documentation including system diagrams, processes, and procedures.
- Implement and manage software dedicated to patient appointment scheduling and file organization.

✓ **Social Media Management:**
- Administer and update the clinic's website, ensuring current and relevant information for patients and stakeholders.
- Test and enhance the online appointment application, optimizing user experience and functionality.
- Develop comprehensive tutorial videos for clinical software, enhancing user understanding and proficiency.
- Utilize video editing tools (VN, CapCut, Camtasia Studio) to create engaging and informative content, catering to diverse learning styles.
- Manage content for the clinic's Instagram and Facebook pages.

✓ **Invoicing System Management:**
- Managed the invoicing system for clients subscribed to SmartEMR software, ensuring smooth and accurate billing processes.
- Communicated effectively with clients to address billing inquiries, provide clarifications, and resolve issues promptly.

Project Coordinator   Jun 2022 - Feb 2023

Ucheed, Antelias, Al Metn, Lebanon

✓ **Management:**

- Plan and organize team objectives and priorities.
- Manage tasks and project using Click Up, ensuring all stakeholders are aligned, deadlines are met, and project milestones are achieved.
- Make sure that employee needs are met as project evolves.
- Manage operations and process of the team.
- Manage department calendar and agenda.
- Organize follow up on actions agreed in meetings.
- Keep notes of decision and actions.
- Prepare presentations with department manager.
- Submit timely reports and prepare proposals as assigned.

✓ **Data Entry:**

- Transfer data from paper formats into computer files or database systems.
- Type in data provided directly from customers.
- Create spread sheets with large numbers of figures without mistakes.
- Verify data by comparing it to source documents.
- Update existing data.
- Perform regular backups to ensure data preservation.
- Sort and organize paperwork after entering data to ensure it is not lost.

✓ **WordPress:**

- Meeting with manager to discuss website design.
- Create the website architecture design.
- Generate WordPress themes and plugins.
- Conduct website performance tests.

Executive Assistant   Apr 2018 - Present

Lebanese Armed Forces, Beirut, Lebanon

- Managing the executive's calendar and scheduling appointments and meeting.
- Managing and Prioritizing the executive's daily tasks and to-do list
- Performing data entry tasks on a correspondence tracking system (Incoming/Outgoing Correspondence)
- Screening and responding to incoming calls and emails on behalf of the executive.
- Preparing correspondence, reports, and presentations.
- Managing relationships with patients/doctors, and other stakeholders.