

Rola Assaf

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With over 22 years of experience in the information technology and banking services industry, I am a Senior Manager at CSC Group, a leading provider of professional services and solutions. Seeking a full-time job in a similar industry where I can use my knowledge to contribute to the business expansion of the company and provide specialized technical assistance to clients and internal department.

Experience

JUL 2022 – TODAY

Information Services & QM Senior Manager, CSC Group

My core competencies include IT project and program management, business process analysis, IT service management, and IT strategy, with a focus on the cards domain; issuing and acquiring business. I oversee the coordination and quality management of various cards projects, working with different stakeholders and ensuring timely and effective delivery. I also manage the daily operations of the information services department, supporting the bank's internal and external customers and monitoring the transactions and setups.

MAR 2019 – JUNE 2022

Information Services & QM Manager, CSCBANK SAL

In addition to the below, a new role was assigned to me upon creating a new department- The IT Quality Management Department. Supervised the department and ensured the following tasks are fulfilled:

- Plan, conduct and monitor testing of products to ensure finished service quality.
- Analyze data to identify areas for improvement in the quality system.
- Test scripts development and execution.
- Verify the availability of written documents and workflows for any internal task.

SEP 2011 – FEB 2019

Coordination & Information Services Manager, CSCBANK SAL

- Ensure that all technical aspects related to new banks' products are prepared and tested to ensure proper launching of projects.
- Assist in controlling the procedures for debit/credit cards issuance and operation.
- Provide the necessary technical support to the client banks and the internal departments for problem solving, better understanding of the system, better performance, and data integrity of exchanged information.
- Analyze and study the various system options that can be enhanced for better performance and service delivery.
- Guide the development department in the implementation of applications by translating the business requirements into technical ones.
- Prepare special technical processes to facilitate migration of large information or temporary service functions.
- Conduct periodic meetings for ongoing projects to track progress.
- Initiate technical contact with Banks for new projects and handle the technical discussions and the division of tasks between different IT sections.

JAN 2008 – AUG 2011

Coordination & Information Services Assistant Manager, CSCBANK SAL

- Setup internal applications to be customized according to the business requirements.
- Follow up the procedures for debit/credit cards issuance and operation.
- Assist the supervisor in providing the necessary technical support to existing client banks and to the internal departments.
- Verify that data migration between the client's system and CSC's system is properly executed.
- Test new implemented applications or amendments conducted on programs by the development department.
- Provide statistical data to internal departments by performing queries on oracle and SQL.
- Follow up on new projects and fill control forms for pilot testing.
- Monitor the changes being applied on the switch and perform needed queries to observe behavior and report any errors found.
- Train client banks on the technical aspects of the product's operations.

JUL 2004 – DEC 2007

Development & Coordination Senior Officer, CSCBANK SAL

- Perform simple development projects using C++
- Handle the daily client banks operations and assist banks in enquiries related to cards functionality, services, files, errors, upgrades etc...
- Provide technical support to new/existing client banks by testing the validity of electronic files exchanged.
- Implement product setups on the card management system.
- Manage incidents (check data inconsistency and troubleshoot errors related to internal applications, CMS, or any other system)

AUG 2001 – JUN 2004

Electronic Data Processing Officer, CSCBANK SAL

- Perform all the data & files processing for the client banks including files received from international organizations (like Visa and MasterCard).

Skills

• Planning and organizing • Driven and highly self-motivated • Problem analysis and solving • Decision-making • Customer service orientation • Team leader • Communication skills - verbal and written • Sets priorities • Proactive • Multitasking • Business Analysis • Organized, attentive to details and meticulous • Ability to work under pressure of time and resources to meet agreed deadlines • SQL • Jira • Oracle

Education

JUNE 2001

Bachelor of Computer Science/American University of Beirut (AUB)