

## Hiba Shall, MBA

Beirut, Lebanon, +961 81 698 826, [Hiba\\_shall@outlook.com](mailto:Hiba_shall@outlook.com)

LinkedIn: [www.linkedin.com/in/hiba-shall](https://www.linkedin.com/in/hiba-shall)

---



### Career Objective

A driven individual with a “can do” attitude and proficiency in managing multiple projects in banking, telecom and governmental institutions while leveraging agile methodologies and leading cross-functional teams to drive software projects from conception to deployment while ensuring quality deliverables within budget and stipulated timelines.

### Experience

#### **Technical Project Manager, DataScience (SAS Golden Partner) , United Arab Emirates. April 2022 – Present**

DataScience is an IT services and consulting firm founded in 2014, with offices in UAE, Egypt, KSA and India that provides proven solutions, fast response, informed expertise, and consistently high-quality implementation and solutions to enable its customers to have the utmost knowledge of their business that will guide to the right decisions about their business operations and their products.

- Ensure that all project management activities are conducted on both administrative and project level including risk, issue, scope, and reporting and up to date, resulting in 25% reduction in project risks.
- Identify and document specific actions including establishing milestones to be performed to produce project deliverables and managing project tasks with JIRA and Clickup resulting in mitigating task delays.
- Forge effective working relationships with internal and external stakeholders to ensure work progress, coordination and relationships enhancements resulting in the introduction of new projects and profitability.
- Collaborating with team leads to document client requirements (BRD) resulting in speeding up the process of closing the milestone by 25%.
- Writing a detailed design document and user manual.
- Lead and coordinate with cross functional teams (+15 members) to ensure seamless project execution, adherence to timelines and drive project success.
- Implement a rigorous quality assurance process across technical projects, resulting in a 45% decrease in unexpected issues post-launch and a dramatic increase in customer satisfaction by 60%.
- Collaborate with cloud team and assist team members in migrating to a cloud-based environment to ensure smooth migration activity and mitigate impediments by 75%.
- Facilitate and support team members during software projects lifecycle and identifying dependencies and deficiencies that improved the process by 20%.
- Nominated to represent the project management team in front of SAS top management to provide a holistic overview of the company ongoing projects and latest status updates.

#### **Consultant, PwC, Beirut, Lebanon. July 2024 – August 2024**

PwC is one of the world’s largest providers of assurance, tax, and business consulting services. Established in the Middle East region for 40 years, PwC has over 11,000 people across 12 countries.

- Led a comprehensive scan of new regulation, identifying key policies, procedures and approval elements to develop an accessible regulatory framework for future contractor use.
- Completed specialized internal training on data analysis and problem solving, responsible AI usage and ESG reporting.

- Contributed to benchmarking research regarding obscurity in transport regulations. Prepared a comprehensive slide report to present current state analysis, benchmarking research and recommendations for regulatory compliance and possible amendments.
- Led the process of analyzing and reporting of highly educated Saudi nationals' distribution among the new special economic zones (SEZ) across regions of Saudi Arabia and the potential impact on vision 2030.
- Identified opportunities for growth and advancement within SEZ contributing to strategic recommendation for stakeholders.

**Business Analyst, Beryl Consulting, New York, United States of America. October 2021 – February 2022**

Beryl Consulting is an American consulting firm founded in 2004, with offices in New York and New Jersey, provides hedge fund and provide equity advisory to corporations and family offices.

- Responsible for developing and managing a new business idea (Staffing and Recruiting corporation) while managing a team of 6 from different backgrounds, and scheduling meeting with executives to discuss business strategy, project scope, objectives, and metrics as well as monitoring execution to ensure meeting all obligations.
- Met regularly with colleagues of different backgrounds to identify trends and stay current on procedures to effectively deliver high quality service for customers. Leading to an enhanced communication resulting in the reduction of reporting needs by 35%.
- Reporting on progress through agreed-upon lines, such as project status reports and end-stage assessments, increasing transparency by 55%.
- Provided top-level management with advice to guarantee the efficiency and effectiveness of business operations.
- Made technical presentations and demonstrations, showing how a solution fits a customer.
- Created more than 20 business requirements spreadsheets and worked closely with IT team to implement improvements on various product features.

**Assistant Manager, United Nations UN, World Food Program, Beirut, Lebanon. July 2020 – July 2021**

The world's largest and most familiar international organization aiming to maintain peace and security, develop friendly relations among nations, achieve international cooperation, and be a center of harmonizing the actions of nations.

- Nominated as top achiever by completing more than 70 phone based interviews daily with beneficiaries for four consecutive months.
- Monitored more than 50 individuals to verify the planned distribution of food assistance, while reporting issues or discrepancies to the supervisor for timely resolution of problems and ensuring that the quantity and quality of the operation is in line with organizations' standards.
- Managed large databases and submitted periodic reports, and monitored status reports, that informed program performance and decision making.
- Received and collated comments and feedback from cooperating partners, beneficiaries, to support identifying programmatic issues with a view to fostering efficient operations.
- Accurately consolidated performance monitoring and evaluation reports to achieve information correctness, accuracy, and reliability at 100%.
- Followed up on monitoring findings and ensure corrective actions and recommendations have been taken as appropriate and followed up by Cooperating Partners (CPs).

**Assistant Administrative Officer, Ministry of Economy and Trade - Beirut, Lebanon. February 2018 - July 2018**

The only chosen student from my campus by MOET to represent my university (AUST) in this position.

- Assisted in the consumer protection directorate market surveillance duties.

- Involved in the constant research of consumers' needs and finding ways to meet their needs.
- Conducted more than 30 face-to-face interviews with merchants on daily basis.
- Interpreted qualitative data into meaningful results and actionable outcomes 2 weeks ahead of the timeline.
- Presented survey feedback and recommendations to Senior Management.

## Education

- **2015 - 2016 Lebanese Baccalaureate Two – Sociology and Economics** – Sagesse School. Ranked one of the top 20 in Official Exams and received numerous scholarships.
- **2016 - 2019 Bachelor of Economics – Faculty of Business and Economics**– American University of Science and Technology – Beirut Lebanon. (GPA:3.54/4)  
First and Second place winner of American University of Science and Technology Third Innovation and Entrepreneurship Competition.
- **2019 - 2021 Master of Business Administration with concentration in Management – Faculty of Business and Economics**– American University of Science and Technology – Beirut-Lebanon. Graduated with High Distinction and President's Award (GPA: 3.86/4)

## Senior University Project

### **Hybrid Work Model: The Contemporary Challenge that could Shape the Lebanese Workplace.**

This thesis focused on helping Lebanese organizations find a new way to fulfill their mission and achieve their goals and objectives in tough times. And what measure they should take to implement hybrid work model and ensure its success. (Grade: A)

## Certificates

- 2023 Managing Quantexa Projects
- 2023 PMP Training – PM Tricks
- 2023 Agile Project Management – Coursera
- 2023 Generative AI Overview for Project Managers – Project Management Institute
- 2023 Project Management Foundations - LinkedIn
- 2022 Fundamentals of Business Analysis – American Institute for Applied Education.
- 2022 HR Skills for Non-HR People – American Institute for Applied Education.
- 2022 Advanced Human Resources Management – Michel Daher Social Foundation.
- 2020 Financial management – Udemy.
- 2017 ICDL – ECDL Foundation.

## Skills

- **Languages:** Arabic (Mother tongue), English (Fluent).
- **Technical skills:** SQL, SAS Programming Language, SAS Visual Analytics, SAS Visual Investigator, Quantexa, Jira, Confluence, ODK collect, Microsoft Office, SPSS, G suite applications, Keynote, Google Ads, Odoo, Scrum, Kanban, Asana, Clickup.
- Strong agile and predictive project management and business analysis skills.
- Strong communication, multitasking, organizational and problem-solving skills.
- Team player with excellent leadership, emotional intelligence, and interpersonal skills.
- High attention to detail, self-motivated and a great listener.