Liliane Khazen

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Date of Birth: 21-June-1994

Career Summary:

A highly resourceful, adaptable, and enthusiastic professional with extensive administrative expertise. A quick learner with a strong ability to absorb new ideas and effectively coordinate, plan, and organize diverse administrative tasks. Organized and a strong team player, with proven success in managing complex and fast-paced office environments. Currently seeking a career opportunity with a company that supports continuous development and growth.

EDUCATION:

Oct-2019 till Aug-2021
AUL University - Tripoli
Master Business Administration

2015 till 2016
AUL University - Tripoli
Bachelor Information Technology

WORK EXPERIENCE:

Sep-2023 till Present Project Manager - IdeatoLife

- Develop and communicate product vision and strategy in alignment with business objectives
- Define product roadmaps and prioritize features based on customer needs and market research
- Oversee the product development lifecycle, from concept to launch, ensuring the product meets user experience and design standards
- Adjust product strategies based on market changes and customer feedback
- Conduct market research to understand industry trends, competitors, and customer needs
- Analyze data on product performance and user behavior to identify opportunities for improvement
- Provide data-driven recommendations for optimizing product features and user experience
- Manage multiple web development and e-commerce projects, ensuring timely and high-quality delivery
- Develop detailed project plans with clear timelines and milestones to meet deadlines
- Utilize project management tools, such as Jira, to track progress and manage sprints and releases
- Collaborate with cross-functional teams to align product strategies with business goals
- Work with the marketing team to improve user targeting and engagement strategies
- Effectively communicate project progress to internal teams and stakeholders

- Facilitate client demos to ensure final releases meet client expectations
- Identify project risks and issues and develop contingency plans to minimize disruptions
- Adhere to standardized project frameworks and provide guidance to the quality assurance team
- Maintain strong client relationships, ensuring their needs are met and gathering feedback on product satisfaction

Jan-2023 till Aug-2023 IT Supervisor – Ecomz

- Managing and leading a team of IT professionals, including hiring, training, and performance evaluations
- Collaborating and studying projects needs with other department to manage and succeed the projects
- Handling client's projects trainings
- Preparing the objectives and KPIs for all team members within the unit
- Ensuring that the organization's technology systems are operating effectively and efficiently
- Developing and implementing IT policies and procedures that support the organization's goals and objectives
- Managing IT budgets and expenditures, including hardware and software purchases, maintenance, and upgrades
- Collaborating with other departments to identify technology needs and solutions
- Planning and implementing technology projects, including system upgrades, migrations, and implementations
- Manage customer satisfaction within the project transition period
- Ensuring the security and integrity of the organization's technology systems, including data backup and disaster recovery
- Staying up-to-date with emerging technologies and trends in IT
- Coordinate day-to-day with team members and clients to make sure that everything is on track with project requirements and deadlines
- Providing technical support to users and troubleshooting issues as needed
- Monitor the current status of the platform and submitting it to the public with the reason attached using StatusPal
- Create new projects, besides of monitoring and update issues using Jira
- Monitoring chats, and managing Zendesk forms to perform a better client experience
- Managing Mailchimp for purpose to create emails, reach audiences, and build brand
- Monitoring and fixing bounces, delivered, blocked and deferred emails status using Sendgrid
- Testing emails using Twilio, besides of monitoring and fixing dropped status
- Testing and monitoring API's using Postman
- Monitor traffic, create custom domains, and provide SSL certificates using Azure
- Configuring DNS, forwarding and pointing domains using Godaddy

Oct-2021 till Jan-2023 Help Desk Officer – Ecomz

- Prioritize tickets and assure to be fixed in a short time
- Train the new Help desk joiners
- Manage and follow up tickets on Zendesk Agent, besides of handling chats on Zendesk chat
- Create Jiras and follow up bugs/suggestions on Atlassian platform

- Help customers with store analysis, and social media integration (Facebook, Instagram, Google Console, SEO)
- Setting up Domains, DNS, Emails and SSL
- Track emails activities on SendGrid
- Collaborating with merchants, sales and quality assurance analysts
- Research new ways to enhance the chat support including using AI, robots, and automation
- Advise and recommend changes after listening to what the customer might need

Sep-2018 till Oct-2019 IT Administrator – Spinneys HQ
- Responsible of Helpdesk system (Manage Tickets, consulting with End-user and the technician, prioritizing level of problem, training users to easy access, managing assets stock)
- Operational Management
- Active directory, DHCP, DNS, Routing
- Office 365 (Migration, new Email, cloud base

Jul-2016 till Sep-2018 IT Support – Spinneys HQ
- Responsible of Sophos Endpoint/ Symantec Antivirus
- Operating System (Manage, Install, Configure, troubleshooting)
- Handheld Terminal (HHT)
- Manage and configure Printers over Print Server
- Configure & setup Local Printers and Scanners
- Repair all kinds of CPU/POS and related assets
- Network Installation + Cabling
- Supporting Citrix and Navision
- Purchase Request/ Purchase Order
- Supporting up to 600 End Users (Remotely / In person) (Emails, Calls, Tickets)
- Prepare, Create & Deploy Windows Images / Clone Hard Disks

PERSONAL ABILITIES:
- Attention to details
- Punctual and reliable
- Can work without supervision
- Ability to cope and work under pressure
- Effective communication and teamwork skills
- Ability to multitask and manage conflicting demands
- Ability to prioritize tasks
- Problem solver