

Joyce El Aramouny

Head of Operations



Nationality: Lebanese
Address: Jal Deeb
Date of Birth: 06-10-1979
Mobile: 70 345 046
Email: joy_mouny@hotmail.com
Linkedin: Joyce Aramouny

Objective

To obtain a Managerial position in a Multinational company /Reputable Group where my skills and work experience will have a valuable application.

Skills

- Strategic Planning and Execution
- Operational Efficiency
- Budget Management
- Team Building & Leadership
- Process Implementation & Improvement
- Vendor Management
- Time Management
- Customer Focused Approach
- Software Development Lifecycle
- Agile and Scrum Methodologies
- Waterfall Methodology / Full project life cycle management
- Decision Maker
- Effective Communication
- Problem Solving
- Skilled Negotiator
- Requirements gathering & Quality assurance

Educational Background

- 2020: Scrum Master Certification
- 2017: Emotional Intelligence
- 2017: Public Speaking
- 2016: PMP course
- 2006: Business Communications, American Language Center
- 2003: Masters In Business Computer, Lebanese University
- 1998: School Degree Experimental Sciences

Employment

- **Head of Operations**
January 2023 – present: **Plennix Technologies** - Odoo ERP
- **Senior Project Manager**
September 2021 – December 2022: **Plennix Technologies** - Odoo ERP
- **Project Manager / Scrum Master**
May 2019 – October 2020: **FOO** – Mobile Application provider
- **Project Manager**
September 2017 – February 2019: **ITB** (an ITG company) - ERP solution provider based on Microsoft technology
- **Project Manager**
April 2012 – August 2017: **Logos** - ERP solution provider based on Oracle technology

- **Project Coordinator**
July 2010 – April 2012: **Logos** - ERP solution provider based on Oracle technology
- **Programmer**
March 2009 - February 2010: **Softmind** - ERP solution provider
- **IT Coordinator**
March 2008 - February 2009: **Fawaz Holding** - Distribution and Retail Company
- **Analyst - Programmer**
October 2002-March 2008: **Analytica** - ERP solution provider
- **Delegate**
October 2001-October 2002: **La Redoute**
- **Underwriting**
October 2001-October 2002: **CLA** – Compagnie Libanaise D'assurance
- **Team Supervisor**
2000-October 2001: **Merac**

Technical Skills

Software & RDBMS: MS project, Word, Excel, Power Point, Access, SQL Server, Sybase, C, C++, Power Builder, PL/SQL, Power Builder Reporting tool, Micro Strategy 7i, Discover

Work Experience

Operation:

- Lead operations for a software company with 20 employees, overseeing 6 departments
- Implement operational strategies
- Manage budgets and resources
- Foster a culture of continuous improvement and innovation
- Develop and execute strategic plans to achieve company goals
- Oversee daily operations, ensuring efficiency and effectiveness across all departments
- Improve operational processes
- Collaborate with senior management to develop long-term strategies
- Mentor staff, enhancing team performance and morale
- Manage vendor relationships

Management:

- Project Manager on Utility, ERP, banking projects and selfcare mobile application
- Issue, maintain and acquire contracts
- Plan and execute business procedures
- Requirements gathering and participate in writing the system requirement
- Create and update project plan in order to meet changing needs and requirements
- Develop status reports
- Manage day-to-day operational aspects of the project scope
- Follow up on milestones and monitor project deliverables to be delivered on time
- Identify needed resources and assign individual responsibilities
- Communicate project expectations to team members and stakeholders
- Identify and resolve issues and conflicts within the project team
- Verify resource commitments with the heads of departments, who are involved in the work
- Perform a sanity testing for each delivery
- Apply methodology and enforce project standards
- Prepare tenders and attend the sessions

IT & Programming

- Manage the communications of the IT department with both internal and external customers
- Receive and track all the departments' requests
- Provide basic training to users on applicable software
- Assist the IT group in their day-to-day responsibilities
- Identify opportunities and recommend solutions that will enhance or improve current business processes.
- Follows up on defective hardware and software purchases by pursuing warranty advantage through distributors and manufacturers
- Files and archives of all IT related documents (requisitions, software licenses, etc.)
- Supervise and assists in the inventory management processes and tracks all purchase orders and requisitions for the IT Department
- Analyze, design, develop application and build Business Intelligence reports

Achievements

- Managing Mobile App. Solution:
 - Zain (Bahrain – Kuwait – Iraq): Implementation of Telecom selfcare solution
 - Touch: Implementation of Telecom selfcare solution
- Managing ERP and financial solutions:
Implementation of ERP solution:
Benta, Colortek, USJ, Sidem, EDZ-Electricite De Zahle, Kettaneh, Desco management, Hallab, Bank Med, Roadster Diner, Electricite De Kadisha, Ciment De Sibline, Sarraf, Capital Finance Company, OMT-Online Money Transfer
- Managing the versioning and the upgrade of the projects
- Analyzing, designing and developing tailored projects:
Messagerie du Moyen Orient (MMO), Starco, Municipality of Zouk, Metro Super Store, Standard Chartered Bank, Clinique Du Coeur, Property Management

Languages

- Arabic
- English
- French

Hobbies and Activities

- Photography
- Puzzle
- Squash
- Piano
- Administrative member of 'Rosary Missionary Group'