

Samir Bou Ghanem

Product Designer & IT Specialist

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SUMMARY

A passionate Product Designer and a dedicated professional in the field of Information Technology seeking a full-time role to utilize my expertise in IT infrastructure, software development, UI/UX design, process optimization, and data analysis in order to architect the digital space and drive business growth.

I am comfortable communicating with people throughout the organization, able to solve problems and improvise as needed, and adapt at estimating and managing time for a variety of tasks.

WORK EXPERIENCE

PRODUCT DESIGNER & DEVELOPER – [smpl.global](#)

2023 – Present

- Designed and developed websites using Framer and WordPress.
- Designed prototypes using Figma.
- Designed Notion solutions for centralizing business management.

REGIONAL IT SPECIALIST – SABIS® Educational Services

2022 – 2023

- Provided technical assistance for several schools through the use of advanced technology.
- Facilitated and automate tasks for Regional Center employees.
- Performed impact analysis for special events and provide necessary support.
- Developed infrastructure design and costing for business and IT initiatives and provide subject matter expertise for strategy and standards development.
- Resolved or drive the resolution of web implementation issues from start to finish, ensuring all best practices are applied to the process and end product.
- Managed the lifecycle of all problems by maintaining information about problems and the appropriate workarounds and resolutions.
- Use of BI tool(s) developing storage reporting and metrics solutions.

SYSTEM ADMINISTRATOR – SABIS® Educational Services

2019 – 2022

- Implemented and maintained a SaaS HRMS.
- Cleaned data on Moodle LMS and analyzing using PowerBI reports.
- Designed 2 new innovative employee engagement practices.
- Standardized 16 school operational processes over 4 years.

IT OPERATIONS SPECIALIST – SABIS® Educational Services

2016 – 2019

- Provided technical support for schools.
- Implemented and updated the software as necessary.
- Developed and designed a school IT support website for data consolidation.
- Created custom PowerBI reports.

SYSTEM ADMINISTRATOR – ZipZap IT Solutions**2017 – 2018**

- Monitored and maintained client devices using Kaseya software.
- Configured and maintained client servers.
- Created websites using WordPress.

EDUCATION

B.B.A in Business Information Technology Management**2016**

Lebanese American University

CERTIFICATES

Google Data Analytics**LANGUAGES**

Arabic: Native

English: Fluent

COMPUTER LITERACY

MS Office

Figma, Framer, Notion, Relume, PowerBI, Bizagi

Languages: SQL, MySQL, C#, Java, HTML, CSS, JavaScript, Python, R

Reference available upon request