Melissa Bou Harb

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SUMMARY

Experienced Project Manager and customer-oriented professional with a strong background in sales, customer service, and front-end development. Demonstrated expertise in leading projects to successful outcomes. Skilled in smart vehicle management systems using Flutter and Firebase. Seeking a challenging role to leverage my diverse skill set and contribute to the success of a dynamic organization.

WORK EXPERIENCE

Virtual Assistant   03/2024 – present
International Blockchain Consulting - IBC
- Conduct outreach activities to engage potential speakers.
- Select appropriate speakers based on research findings.
- Compile comprehensive lists of potential speakers.
- Conduct detailed research to identify and evaluate potential speakers.

Project Manager   03/2024 – 08/2024
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- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner.
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress.
- Utilize industry best practices, techniques, and standards throughout the entire project execution.
- Monitor progress and make adjustments as needed.
- Coordinate project activities to ensure timely completion.
- Analyze project data to identify trends and areas for improvement.
- Ensure that all projects are delivered on time, within scope, and within budget.
- Meet with project team members to identify and resolve issues.
- Track and submit project deliverables and ensure that they adhere to quality standards.
- Define tasks and required resources.
- Following up with developers and clients on project requirements and daily tasks.
- Develop detailed project plans, timelines, and milestones, and ensure adherence to project deadlines.
- Identify, analyze, and manage project risks and issues, developing mitigation strategies to minimize impact.
- Create and maintain comprehensive project documentation, including project plans, status reports, and post implementation reviews.
- Review QA/QC reports as well as the client/consultant's observations, discuss findings with relevant persons and make sure the work is executed in compliance with relevant designs/specifications/standards and quality requirements.

Sales Manager, Customer Service and Recruitment Specialist   06/2022 – 01/2024
ICS

- Collaborated with cross-functional teams to develop strategies for customer acquisition and retention.
- Utilized effective communication and problem-solving skills to address customer inquiries and resolve issues promptly.
- Handled calls and chats. inbound and outbound.
- responded to customer questions, and resolved customer complaints by investigating problems and providing solutions.
- Followed up with customer payments and adjusted financial records as needed.
- Negotiated all contracts with prospective clients.
- Answered client questions about credit terms, products, prices, and availability.

- participated in company meetings.
- Contacted new and existing customers to meet and exceed sales objectives.
- Made sure to provide excellent customer service and customer satisfaction.
- Kept records of customer interactions, transactions, comments, and complaints.
- Communicated and coordinated with colleagues as necessary.
- Ensured customer satisfaction and provided professional customer support

INTERNSHIP EXPERIENCE

Internship Experience   01/2023 – 03/2023
Front-End Development Intern, ICS Company
- Redesigned the user interface of the company's website using HTML, CSS, and Javascript.
- Collaborated with the development team to implement new features and functionalities, enhancing website performance and usability.
- Conducted testing and debugging to ensure a seamless user experience across different browsers and devices.

projects
- E-commerce Website: Developed an e-commerce website using React and Express.js, implementing user-friendly features and ensuring smooth transactions.

Senior Project
- Smart Vehicle Management System(SVMS)
- Utilized Flutter and Firebase to develop a smart vehicle management system, integrating features such as real-time tracking and parking reservation slots.

EDUCATION

Bachelor degree in Computer Science   2019 – 2023
AUST

Baccalaureate II in Life Science   2005 – 2018
Lycee St Elie Darb El Sim

CERTIFICATES

- Cisco CCNA 1: Introduction to Networks
- Cisco CCNA 2: Routing and Switching Essentials
- The Nawaya Network: Business Development
- DOT Lebanon: Social Media Marketing
- Coursera: Create Google Ads Search Compaign
- Coursera : Foundations Of Project Management
- Software engineering : Implementation and Testing

SKILLS

- Programming Languages: Python, Java, C++.
- Front-End Development: React, HTML, CSS, JavaScript.
- Database: Firebase, MongoDB.
- Customer Service.
- Excellent verbal, written, and in-person communication skills, including team building and negotiation skills.
- Excellent interpersonal, organizational, time management, written, and oral communication skills.
- Problem Resolution.
- Excellent English communication skills and presentation skills.
- Strong computer skills.
- Project management.
- People development.
- Excellent decision-making and leadership capabilities.
- Project reporting.
- Ability to manage projects in an Agile environment.

- Proficient in project management software

LANGUAGES

English	● ● ● ● ○	Arabic	● ● ● ● ●
French	● ● ● ○ ○		