

Marwa ISMAIL
Anout El Chouf, Mount Lebanon
+96176702195
Mmi42@mail.aub.edu

EDUCATION

- | | | |
|--------------------|--|----------------------------|
| 2020 – 2022 | AMERICAN UNIVERSITY OF BEIRUT Master's Degree in Mechatronics Engineering Concentration: Robotics and Control | BEIRUT, LEBANON |
| 2016 – 2020 | RAFIK HARIRI UNIVERSITY Bachelor's Degree in Mechatronics Engineering | EL MECHREF, LEBANON |

WORK EXPERIENCE

- | | | |
|-----------------------------------|---|------------------------|
| NOVEMBER 2022- PRESENT | MIDEAST AIRCRAFT SERVICES COMPANY - MIDDLE EAST AIRLINES (MEA) | BEIRUT, LEBANON |
|-----------------------------------|---|------------------------|

POSITION HELD: FLIGHT SIMULATION TRAINING DEVICES ENGINEER

- Maintenance & Support Engineer: Planning and conducting preventive and corrective maintenance for advanced training devices, including the CAE 7000XR Series Airbus A320 full-flight simulator and Airbus A320/A330 Pilot Transition Trainers (APT), ensuring optimal performance of mechanical, electromechanical, and software systems.
- Quality Assurance & Compliance Specialist: Ensuring adherence to CAE Environmental Health & Safety standards, EASA regulations and MEA quality and safety management system, following established procedures to maintain a safe, compliant working environment while enhancing the reliability and safety of training devices.

- | | | |
|------------------------------------|----------------|------------------------|
| JUNE 2022- OCTOBER 2022 | NOVELUS | BEIRUT, LEBANON |
|------------------------------------|----------------|------------------------|

POSITION HELD: INTERN

- Troubleshooting and technical support engineer: Served as a technical support intern for Ericsson XTAC, focusing on providing advanced troubleshooting and technical support for T-Mobile's telecommunication services in the United States.
- Assisted in diagnosing and resolving network issues, enhancing service reliability and customer satisfaction.

- | | | |
|-------------------|--------------------------------------|------------------------|
| 2020- 2022 | AMERICAN UNIVERSITY OF BEIRUT | BEIRUT, LEBANON |
|-------------------|--------------------------------------|------------------------|

POSITION HELD: GRADUATE TEACHING AND RESEARCH ASSISTANT

- Designed and developed a self-disinfecting assistive robot to enhance safety and reduce infection risks for both immunocompromised patients and medical staff, addressing critical needs in healthcare environments.
- Applied human-centered design principles to ensure the robot met the specific needs and preferences of end users, improving usability and effectiveness.

POSITION HELD: INTERN

- Gained practical knowledge of Airbus A320/A330 systems through observation and direct involvement in PMTs and corrective maintenance tasks.
- Contributed to process analysis and compliance review, participating in troubleshooting and maintenance planning discussions.

SUMMARY SKILLS

| | |
|-----------------------------|--|
| PROGRAMMING | C, Python, MATLAB, Moshell, SQL |
| ENGINEERING PROGRAMS | AutoCAD (2D,3D), SolidWorks, Ni Elvis, LabVIEW, MATLAB(Simulink), ROS |
| ENGINEERING SKILLS | Control theory, Robotics, Microcontrollers, Instrumentation, Troubleshooting methodologies, Compliance, Quality Assurance. |
| COMPUTER SKILLS | MS Word, Excel, PowerPoint. |
| SOFT SKILLS | Communication, Leadership, Team building, Organizational, Time Management. |
| LANGUAGES | Arabic (fluent, native) English (fluent) French (fluent). |

CERTIFICATES

- Quality Management Systems ISO 9001:2018
- Safety Management System
- Quality Management and Auditing Technique ISO 9001:2015 / ISO19011:2018
- Human Factors
- Root-Cause Analysis