

# Sarah Hajj

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## Professional Summary

Experienced IT professional with a strong background in project management, solution development, and API integration, particularly in the telecommunications and healthcare sectors. Proven ability to lead and coordinate with external partners, manage cross-functional teams, and oversee the full project lifecycle. Skilled in driving product integrations, resolving technical challenges, and optimizing processes to ensure smooth project execution.

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## Professional Experience

### **Business Solution Specialist**

**airG Inc. | Mar 2022 - Present**

- Coordinate and manage product integrations by working closely with telecom carriers to gather integration requirements and ensure successful implementation.
- Coordinate and manage product integrations with digital marketing agencies to insure proper flow is integrated, and marketing campaigns are a successful implementation.
- Lead relationship management with telecom carriers, facilitating smooth integration processes, providing ongoing technical support, and ensuring alignment on technical objectives.
- Develop project overviews, technical specifications, and flow definitions, ensuring that all external partners understand project goals and deliverables.
- Lead cross-functional teams (development, QA, marketing) to ensure project timelines were met and product launches were executed successfully.
- Provide API technical support and troubleshooting to external partners, ensuring seamless integration and optimized system performance.
- Track and optimize marketing partnerships, ensuring that internal teams and external partners remain aligned and informed throughout the project lifecycle.

### **Product Manager**

**Yodawy | Jun 2021 - Mar 2022**

- Lead full product lifecycle from requirements gathering to launch.
- Define product roadmaps and manage feature prioritization.

- Collaborate with cross-functional teams to enhance digital experiences.
- Work with Engineering, UX, QA, TLs and other PMs, and Research and Performance Marketing teams to ensure product concepts meet all needs.
- Use analytics tools to understand user behaviors and journeys to continuously iterate and enhance the product.
- Manage all aspects of the cross-functional team, including inter-team communications and results oriented meetings.
- Use Agile methodologies to keep teams aligned with project goals and timelines, ensuring smooth communication between all stakeholders.

## **Senior Solution Consultant**

### **Lebanese American University Medical Center (LAUMCRH) | Jan 2019 - Present**

- Participate in the implementation of SAP i.s.h.Med medical and non-medical modules.
- Gather requirements and perform GAP analysis.
- Customize and configure software to meet operational needs.
- Integrate and test APIs for foreign systems to streamline hospital processes.
- Provide support, troubleshooting, and training for end users.
- Assist in internal solution development to optimize hospital workflows.
- Coordinate with internal stakeholders and third-party vendors to streamline hospital processes, ensuring smooth system functionality and project alignment.
- Work with internal and external teams to ensure all requirements were met and communicated clearly throughout the integration process.

## **Senior Learning Consultant**

### **Cerner, Dubai | Jun 2017 - Dec 2018**

- Design and execute learning projects for digital transformation.
- Provide technical support and system adoption strategies.
- Conduct QA testing and workflow analysis.
- Build and generate reports on SAP BI.
- Coordinate with external partners to execute digital transformation learning projects, ensuring alignment between external vendors and internal stakeholders.
- Provide strategic advice to external partners to ensure the successful adoption of new systems and technologies.

## **IT Application Administrator**

### **LAU Medical Center-Rizk Hospital | Jan 2015 - Jun 2017**

- Assist in implementing the new Hospital Information System.
- Lead the API integration of a new Laboratory Information System ((HL7 Interface, Testing, Configuration, User Training) by coordinating with external partners and internal teams to ensure seamless testing, configuration, and user training.
- Conduct requirements gathering and process optimization.
- Develop internal solutions to improve system efficiency and user experience.

## **IT Lab Administrator**

**Saint Joseph University - IGE | Oct 2011 - Oct 2013**

- Install and configure IT infrastructure.
  - Manage servers, domain administration, and Active Directory.
  - Provide IT support to students and faculty.
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## **Education**

**Université Saint-Joseph**

**Bachelor's Degree in Computer Science | 2008 – 2011**

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## **Skills & Competencies**

- Partner Coordination & Relationship Management
  - Project Management & Lifecycle Oversight
  - API Integration & Management (LAUMCRH Lab System, airG API Support)
  - Cross-functional Team Collaboration & Leadership
  - Solution Development & Software Configuration
  - Agile Methodologies & Business Analysis
  - System Optimization & Process Automation
  - Technical Consultation & Troubleshooting
  - Telecom & Healthcare Sector Experience
  - SAP ABAP Development & SQL
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## **Certifications & Tools**

- Jira, Confluence, Grafana
  - Oracle & MS SQL Server Databases
  - SAP ABAP, PMD and SAC Certifications
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**Languages:** Fluent in English, French and Arabic.