

# Zeina Najem | Full-stack web developer

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## PROFILE

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With a master's degree in management information systems from Lebanese University, I have the skills and knowledge to design, develop, and manage information systems that support business processes and decision making. I also have multiple certifications, such as full stack web developer from ESA coding lab and ESIEE-IT which demonstrate my proficiency and expertise in various software tools and applications.

As a software administrator at ESA Business School, I ensure the smooth and secure operation of the institution's platform.

I am passionate about learning new technologies and enhancing my skills, and I aim to pursue a career that allows me to contribute to the advancement of education and knowledge.

## SKILLS

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### Technical:

- Programming Languages: HTML, CSS, JavaScript, PHP, Python
- Frameworks/Libraries: MERN Stack (MongoDB, Express.js, React.js, Node.js)
- Database Management: SQL, MySQL, PhpMyAdmin
- Tools/Software: Microsoft Office Suite, Figma, Visual Studio, Click Up, GitHub, Postman
- Version Control: Git
- Responsive Design, RESTful API Development, Test Automation, Containerization

### Soft Skills:

- Agile Methodologies
- Flexibility to perform various tasks and adapt to different environments
- Result-oriented and well-organized
- Continuous Learning
- Collaborative Team Player
- UI/UX Design

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## LANGUAGES

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- Arabic: Native (Speaking, Writing, Reading)
- French: Professional (Speaking, Writing, Reading)
- English: Intermediate (Speaking, Writing, Reading)

## EDUCATION

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### **Master's Degree, Management Information Systems** **2014-2016**

Lebanese University | Beirut, Lebanon

*Honor List | Final Project Score: 16/20 (Very Good)*

*Final Project: Advanced Data Mining in Healthcare Enterprises*

*Case Study: AUBMC*

### **Bachelor's Degree, Management Information Systems** **2011-2014**

Lebanese University | Beirut, Lebanon

*Honor List | Final Project Score: 17/20 (Very Good)*

*Final Project: Information System for an Esthetic Clinic*

*Case Study: Dr. Antoine Farah*

## PROFESSIONAL EXPERIENCE

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### **Software Project Manager**

ESA Business School | Beirut, Lebanon

*July 2016 – Present*

- Led and coordinated software projects involving Information Systems (SIS) and ERP, ensuring on-time delivery, high performance, and user satisfaction.
- Developed policies, guidelines, help documents, and training materials to standardize processes and support staff adoption of software systems.
- Supervised cross-functional teams, providing technical guidance, mentoring, and support to maximize efficiency.
- Oversaw troubleshooting and resolution of software issues, collaborating with internal teams and external vendors to minimize downtime.

## Key Projects & Achievements:

- **Executive Education SIS:** Managed implementation and optimization of the SIS for online applications across multiple programs.
- **Online Applications Platform:** Led the development of an integrated online application system for multiple majors, streamlining admissions processes.
- **Scholarship Application Website:** Directed creation of a dedicated scholarship application portal, improving applicant experience and internal processing efficiency.
- **System Optimization:** Boosted SIS performance by 30%, enhancing overall user satisfaction.
- **Staff Training & Adoption:** Delivered 50+ training sessions, improving staff competency and reducing technical support requests by 40%.
- **Process & Problem Management:** Resolved 95% of software issues internally, minimizing downtime and reliance on external support.
- **Documentation & Knowledge Management:** Created comprehensive training manuals and help guides, standardizing software usage and increasing user self-sufficiency.

## Data Entry Specialist

GFK | Beirut, Lebanon

2014

- **Job Summary:** Employed to perform data entry tasks with high accuracy and efficiency. Responsibilities included entering data into various systems, verifying data accuracy, and maintaining confidentiality of sensitive information.
- **Achievements:**
  - **Data Accuracy:** Maintained a 99% accuracy rate in data entry, ensuring reliable and error-free data for analysis.
  - **Efficiency Improvement:** Streamlined data entry processes, increasing overall data entry speed by 20%.
  - **Data Integrity:** Implemented double-check procedures, which significantly reduced data discrepancies and enhanced data integrity.

## PROFESSIONAL CERTIFICATIONS AND TRAINING

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### Full-Stack Web Developer

ESIEE-IT & ESA Coding Lab

October 2023 – April 2024

### Teaching Women Enhanced English Program

USPEaK

2022

### Training at Banque Du Liban

BDL

July 2014

## PROJECTS

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## **Cleaning Company Website**

- Technologies Used: HTML, CSS, JavaScript, PHP
- Description: Designed and developed a responsive website to showcase the services of a cleaning company, incorporating interactive elements and seamless navigation.

## **Cinema Ticketing Website**

- Technologies Used: React.js, Node.js, Bootstrap (MERN Stack)
- Description: Built a full-featured ticketing platform for a cinema, including movie selection, ticket booking, and payment integration, ensuring a user-friendly experience.

## **E-learning Website**

- Technologies Used: React.js, Node.js, Bootstrap (MERN Stack)
- Description: Developed an educational platform for online learning, featuring course management, student registration, and interactive learning tools.

**References available upon request**