Zeina Fayad |Kuwait — Open to Relocation (Lebanon)
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User Training & Adoption | ICT Systems Support | Digital Operations | Academic Operations

Professional Summary

Engineering-educated ICT and digital-enablement specialist with 10 years of hands-on training, coaching, and user-adoption experience across enterprise digital platforms, academic operations, and ICT/cybersecurity instructions. Skilled in configuring and administering multi-vendor systems, mapping workflows, resolving access issues, and delivering structured training that raises staff proficiency and drives platform utilization. Combine deep instructional experience with strong technical operations to translate complex digital processes into clear, practical learning for staff and students. Adept in documentation, onboarding design, data integrity checks, and cross-functional coordination, with the adaptability to support digital learning initiatives and operational systems in fast-paced environments. Flexible relocation to Lebanon aligned with program timelines.

Professional Experience
ICT, Digital Learning & Academic Operations Specialist

Al Ghanim Bilingual School Kuwait (2016–Present)

Staff Development & Mentoring

- Delivered 40+ annual professional development workshops and 1:1 coaching sessions over the past 10 years, strengthening teacher proficiency, instructional quality, and digital-system uptake across 150+ staff members.
- Managed two years of full virtual online sessions and provided real-time support to faculty.
- Mentored and supported new ICT teachers, providing practical guidance on lesson workflows, classroom routines, digital tools, and school systems to strengthen confidence, consistency, and teaching quality.
- Developed structured onboarding guides and training materials that standardized teacher workflows, ensured consistent operational expectations, and reduced repetitive support inquiries by 30%.

Instructional Continuity & Digital Readiness

- Supported academic tracking, advising workflows, and student progress documentation through structured reporting systems and cross-team coordination.
- Mapped instructional and operational workflows to improve system usability, data accuracy.

Technology Access & Support

- Maintained uninterrupted digital access by troubleshooting SIS/LMS platform issues, coordinating with vendors, and ensuring resolution within 24.

School Operations & Compliance

- Developed the school's first digital safeguarding and child protection reporting tool, improving confidentiality, accountability, and response times.
- Supported CIS accreditation readiness (Domain E Chair) through structured evidence collection, cross-department coordination, and operational documentation.

Parent Communication, Community Engagement & Student Support

- Improved parent communication through SIS reporting, digital transparency, and rapid issue resolution.
- Led engagement initiatives including the Bankee financial literacy program with the National Bank of Kuwait, supporting school-wide culture building and delivering school-wide engagement and parent visibility.

Teaching & Instruction

- Teach ICT, digital literacy, robotics, web development (HTML/CSS), JavaScript, and cybersecurity across Grades 3–12, delivering structured, standards-aligned instruction that promotes high-quality education, responsible online behavior, and the SDGs' vision for inclusive, future-ready learning.

Technical Support Engineer
Fast Solution Co. Kuwait (2013–2016)

- Provided customer support, onboarding, and troubleshooting.

Core Competencies & Skills

Staff Development & Performance

- Teacher onboarding, mentoring **and** training program delivery
- Virtual instructions delivered as required during online periods to maintain learning continuity.

School Operations & Compliance

- SOP development & process optimization
- Data accuracy checks, digital safety coordination, and access control verification
- Reporting systems, issue resolution and parent partnership initiatives

Teaching & Instruction

- Standards-aligned lesson planning (ISTE, digital literacy, SDG4).
- ICT, cybersecurity, AI, robotics, and web development instruction.
- Competency-based learning & project-based learning (PBL).
- Digital citizenship, online-safety education, and responsible tech use.
- Assessment design, student progress tracking, and feedback strategies.
- Classroom management & instructional routines for Grades 3–12.

Organizational Leadership

- Cross-functional coordination, problem-solving & decision-making
- Process mapping, operational control, enrollment support & retention influence

Technical & Administrative Systems

- Proficient in SIS and LMS platforms, digital access systems, collaboration tools, and project/operations software (Microsoft 365, Teams, onboarding tools)

Education

- Master's in Educational Management — Lebanese International University (LIU), Beirut |2024
  Graduated with Distinction — GPA: 3.8/4.0
  Thesis: The Impact of Integrating Artificial Intelligence in School Instruction on Students' Academic Performance and Critical Thinking
- Master's in Electronics Engineering /Biomedical Engineering — LIU Beirut |2012
  Thesis: Development of a Guide for the Accreditation of Medical Laboratories in Lebanon
- Bachelor's in Electronics Engineering/ Biomedical Engineering — LIU Beirut |2010

Professional Certifications & Training

- Strategies for Differentiation & Effective Classroom Management |TEFL Wonderland-Brilliant Minds| Jan 2023
- Advanced Business Writing Skills |TEFL Wonderland-Brilliant Minds | Feb 2023
- ISTE Summer Learning Academy | *ISTE (International Society for Technology in Education)* |Oct 2020