

Elise Yaghi

Business Analyst

Address: Beirut, Lebanon | **Phone:** +961 76936256
Email: eliseyaghi1@outlook.com | **Nationality:** Lebanese
LinkedIn: [Elise Yaghi](#)

Summary

A dedicated and professional Business Analyst with 2+ years of experience in Business Analysis, and a graduate in chemical engineering with a specialized focus on biochemistry. Proven record of gathering and documenting business requirements through analysis, meetings, and discussions. Effective leader who performs well in a collaborative environment with managers and co-workers. Adept at ensuring timely delivery of services and their technical feasibility. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Business Analyst (Remotely) – 03/2023 to Present
Maids.cc, Dubai

Process Improvement Leader (PIL) – 04/2025 to Present

- Manage and lead a Process Improvement Analyst (PIA) in the broadcasting department.
- Schedule and hold weekly meetings with the PIA to assign new tasks, follow up on progress, and solve any issues.
- Request alerts to notify the team when messages fail or are skipped, enabling quick root cause analysis, resolution, and manual message broadcasting to ensure full message delivery.
- Create new message templates on Twilio and get Meta's approval to be able to use and send them.
- Check and confirm that all message configurations are correct to make sure they are sent properly.
- Decrease the messages failure ratio over all channels to 5%.
- Improve the Access Department by updating the access process, creating a new software access flow, and building a new screen to manage all access from one place.
- Prepare Requirement Specifications files for new projects to help the team and the developers understand what needs to be done.

Process Improvement Analyst (PIA) – 09/2024 to 04/2025

- Improve, develop, and optimize the company's chatbot to handle client inquiries more effectively.
- Prepare canned responses that the chatbot uses to answer client questions accurately and promptly.
- Test newly implemented prompts to evaluate the chatbot's ability to address client inquiries effectively.
- Expand the chatbot's knowledge base by adding new question-and-answer pairs and enhancing existing ones to improve the quality of responses.
- Monitor daily chatbot interactions and prepare detailed daily reports to assess the percentage of client inquiries managed by the bot.
- Request new APIs to automate repetitive agent tasks, enhancing operational efficiency.
- Develop workflows for APIs to handle conditional responses based on specific client cases.
- Supervise shadowing activities to make sure all chats are reviewed properly.
- Identify and report technical issues impacting chatbot performance.
- Identify and report cases where the chatbot handles client inquiries incorrectly.
- Request new Tableau dashboards to ensure access to accurate and up-to-date data for reporting.

Junior Business Analyst – 03/2023 to 09/2024

- Manage client management, client applications, and accounting modules.
- Gather and document business requirements through analysis, meetings, and discussions.
- Analyze and improve business processes to enhance efficiency and effectiveness.
- Develop requirement specifications and facilitate effective communication.
- Lead user acceptance testing (UAT) to ensure quality deliverables.
- Write specifications files for the new projects that will be implemented.
- Collaborate with cross-functional teams to ensure clear understanding of business needs.
- Contribute to continuous improvement initiatives, identifying optimization opportunities.
- Develop effective tools for the business units to enhance sales while understanding market trends, opportunities, and risks.
- Review the backlog and define the upcoming user stories.

Intern in Calibration and Validation Department – 06/2022 to 07/2022

Arwan Pharmaceutical Industries, Jabra, Lebanon

- Employed problem-solving skills to analyze issues and devise innovative solutions as necessary.
- Operated diverse manufacturing equipment, conducting tests with strict adherence to SOPs and protocols.
- Conducted precise analysis of raw test data, drawing well-founded conclusions.
- Enhanced collaborative skills by working closely with colleagues to define testing procedures and protocols.
- Maintained rigorous adherence to SOPs for testing and calibrating equipment.

Intern in Production Department – 06/2021 to 07/2021

SOLINO Group, Babliye, Lebanon

- Investigated the chip production process, including sequencing of steps and various production pathways.
- Demonstrated rapid adaptation to industry dynamics and operational protocols.
- Implemented efficiency-enhancing measures based on insights gained from production observations.
- Collaborated effectively with team members to streamline workflow processes.
- Proactively sought opportunities for process optimization and continuous improvement.

Education

Bachelor's Degree in Chemical and Petrochemical Engineering, Ecole Supérieure des Ingénieurs de Beyrouth (ESIB)

(Highest Distinction) – 2023

Saint Joseph University, Lebanon

Final Year Project: Design and Optimization of a wastewater treatment plant for Cosmaline

Bachelor's Degree in Biochemistry, Faculty of Sciences (With Honors) – 2020

Lebanese University, Lebanon

Certifications

Certificate of Participation in the March Forward Program – 2020

Skills & Expertise

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| • Leadership & Team Management | • Microsoft Office |
| • Communication & Negotiations | • Team Management |
| • Problem Solving | • Market Research |
| • Strategic Planning | • Presentation Skills |
| • Adaptability | • C# programming |

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|---------------------------|--------------------------------------|
| • Customer Service | • MATLAB |
| • Planning & Organization | • ASPEN |
| • Data Analysis | • ANSYS |
| • Time Management | • Jira |
| • Decision Making | • Enterprise Resource Planning (ERP) |

Languages

Arabic: Native | **English:** Fluent | **French:** Fluent