

Silvana Aridi

SENIOR PROJECT MANAGER

More than 5 years of experience as a Project Manager and Quality Assurance Analyst in the web and software development industry, with an educational background in Business Administration.

 +961 78 840 258  silvana.aridi@outlook.com  18 November 1999  Lebanese  Aley - Lebanon

WORK EXPERIENCE

Client Partner DEC 2025 - PRESENT
TRIANGLE MENA - ABU DHABI, UAE

- Developing detailed project plans, defining tasks and resource requirements, and aligning timelines with client and internal objectives.
- Defining project scope, deliverables, and milestones while coordinating with design, development, and QA teams to secure on-time delivery.
- Ensuring continuous content with clients throughout the project lifecycle, leading update calls, sharing progress reports, and gathering feedback.
- Managing client expectations, anticipating risks, and providing proactive solutions while documenting all decisions and requirements.
- Overseeing day-to-day execution of project tasks, ensuring team alignment, updating timelines, and conducting internal meetings and sprint planning.
- Identifying bottlenecks, monitoring project progression, and escalating issues when needed to maintain workflow continuity.
- Ensuring all deliverables meet company standards and client requirements by coordinating QA checks and conducting detailed reviews.
- Maintaining structured and comprehensive documentation for all projects, including weekly status reports, timelines, and budget updates.
- Logging all project details and communications accurately in the project management system.
- Collaborating closely with technical teams to translate client requirements into actionable technical tasks.
- Coordinating with other Project Managers to align priorities and support designers, developers, and QA team members by removing blockers.
- Coordinating with the Finance team for POs, invoicing schedules, and contract compliance.

SKILLS

Agile Project Management
Quality Assurance
Client Relations
Budgeting
Project Planning
Teamwork & Collaboration

SOFTWARE

Microsoft Office Suite
Microsoft DevOps
Google Workspace
Jira
Slack
Figma
ClickUp

LANGUAGES

English
Arabic

WORK EXPERIENCE

Senior Project Manager

FEB 2021 - NOV 2025

BORN INTERACTIVE - BEIRUT, LEBANON

- Planned, directed, and managed the entire project development lifecycle.
- Implemented and managed project changes to achieve the desired outputs.
- Defined the scope, objectives, and deliverables of every project.
- Developed project plans and defined tasks and resource requirements.
- Scheduled project timelines and tracked project deliverables.
- Conducted live and virtual meetings with customers to present project progress and suggest enhancements.
- Conducted project evaluations to assess and validate the effectiveness of pricing strategies and work methodologies.
- Identified potential risks and defined risk mitigation strategies.
- Created and presented reports on project progress, issues, and solutions.
- Oversaw all facets of the quality assurance processes.
- Ensured optimal business practices and methodologies are enforced across all projects.
- Managed project budgets and resource allocation.
- Developed and implemented new processes to enhance departmental efficiency.
- Collaborated with in-house stakeholders to streamline interdepartmental efforts.
- Developed and continuously reviewed forecasts.

Quality Assurance Associate

OCT 2020 - JAN 2021

ECOMZ - BEIRUT, LEBANON

- Participated in Agile sprint planning and preparation.
- Conducted quality assurance audits of the CMS product, including the introduction and integration of new features.
- Ensured adherence to quality assurance measures and testing standards throughout the development lifecycle.
- Defined test strategies, including performance testing, negative testing, compatibility testing, and environment management for different products.
- Designed test cases for verification and validation of marketing requirements.
- Liaised with various stakeholders to analyze and document system/project requirements.
- Implemented and maintained test-driven development.
- Assisted in troubleshooting operating issues.
- Tracked outstanding bugs and created relevant reports.

Merchant Success Executive

JAN 2020 - SEP 2020

ECOMZ - BEIRUT, LEBANON

- Set up the online store for clients using built-in templates: products, shipping methods, payment gateways, SSL certificates, etc.
- Managed the existing e-commerce websites.
- Provided customer training and knowledge transfers.
- Created manuals and email templates to explain workflows and processes.
- Liaised with multiple in-house stakeholders to streamline interdepartmental communication.
- Ensured high-quality customer service and support.
- Maintained up-to-date knowledge of the latest e-commerce trends.

EDUCATION

BBA, Business Administration and Management

2017 - 2020

UNIVERSITY OF BALAMAND - ALEY, LEBANON