

Suzana A Matar

Product Manager/QA Engineer

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PROFESSIONAL OBJECTIVE

Product Manager with ~6 years of experience spanning Quality Assurance and product leadership, focused on building reliable, user-centered digital solutions, including eLearning and EdTech platforms. I started in QA, which shaped a strong foundation in quality, attention to detail, and structured problem-solving, principles I carry into every product I lead today.

I specialize in turning ideas into scalable products, working cross-functionally to define clear requirements, streamline workflows, and deliver seamless user experiences, particularly in learning and user engagement environments. I take pride in building products that not only function well but feel right to the end user.

My recent focus is on AI-driven products, where I've been involved in developing and shaping intelligent solutions, including hands-on experience contributing to a Large Language Model. I'm continuously expanding my expertise in product strategy, AI, and user experience to build impactful, future-ready products.

EXPERIENCE

2021 - PRESENT Ideatolife, Beirut, Lebanon - Product Manager

Product Manager focused on delivering high-quality, scalable products that create real user value. Experienced in leading cross-functional teams and driving execution from concept to successful launch.

- Owned the end-to-end delivery of several products, from early concept and requirements definition to launch and post-release improvements.
- Led the development of eLearning platforms, focusing on structuring content flows, improving user engagement, and ensuring smooth learning experiences.
- Worked closely with UX/UI teams to design intuitive interfaces, simplifying complex user journeys for both learners and administrators.
- Managed product backlogs and priorities, aligning business objectives with technical feasibility.
- Strengthened Agile practices within the team, improving delivery consistency and collaboration across functions.
- Participated in the development and experimentation of a Large Language Model, exploring applications in legal tech and intelligent systems.
- Maintained continuous communication with stakeholders, ensuring clarity, alignment, and timely decision-making.
- Proactively identified risks and challenges, ensuring stable and reliable product delivery.

2020 - PRESENT Ideatolife, Beirut, Lebanon - QA Engineer

Played a key role in establishing quality standards and embedding structured QA practices across products.

- Led QA activities across multiple projects, ensuring high product reliability and performance.
- Improved testing processes and workflows, increasing efficiency and reducing delivery friction.
- Worked closely with product and development teams to identify issues early and enhance overall product quality.
- Integrated QA into Agile cycles, helping teams release with more confidence and fewer last-minute issues.
- Mentored team members and promoted a quality-first mindset across the organization.

Goodwill International School, Beirut - Lebanon - Lead Arabic Teacher 2015 - 2020

- Delivered engaging Arabic language instruction while continuously adapting teaching methods to improve student outcomes.
- Introduced structured and interactive learning approaches, strengthening student engagement and comprehension.

PROJECTS

- **E-Learning Platform:** Led the delivery of a comprehensive learning platform, focusing on user journeys, content structure, and engagement, ensuring a seamless experience for both learners and administrators.
- **Fintech & E-Wallet Applications:** Contributed to the delivery of secure and user-friendly digital payment solutions.
- **LLM Experimentation:** Collaborated on developing and testing a Large Language Model, exploring its use in legal workflows and knowledge systems.
- **AI & Machine Learning Solutions:** Delivered innovative AI-driven applications across various industries, including solutions with potential applications in education and intelligent learning systems.
- **Others:** Events Platform, E-commerce Projects, Augmented Reality,... as well as other Apps related to Food, Hub, Pharmacy, etc.

EDUCATION

- 2024 - 2025  American University of Beirut, Beirut - Fundamentals of Project Management
- 2006 - 2010  Lebanese University, Jal El Dib - BA Law

SKILLS

- **Product Management:** Roadmaps, Resource Planning, Risk mitigation, User Experience, Delivery, ...
- **Process Improvement:** Agile methodologies, Kanban, Backlog Organization, ...
- **Communication:** Stakeholder Engagement, Client Demos, Cross-team Collaboration, ...

TOOLS

JIRA, Slack, Teams, Figma, Trello, Miro, TestRail, Draw.io, Visual-Paradigm, Notion, ...

CERTIFICATES

- Professional Scrum Master - Scrum.Org.
- AWS Partner: Sales Accreditation
- Design Thinking