

Zeina Najem | Software Project Manager | Full-Stack Developer | 8+ Years Experience

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PROFILE

Results-driven Software Project Manager and Full-Stack Developer with 8+ years of experience leading and delivering scalable information systems in the education sector. Proven track record in optimizing ERP and SIS platforms, improving system performance, and enhancing user adoption. Skilled in MERN stack, PHP, and database management, with a strong focus on delivering efficient, user-centered solutions. Passionate about leveraging technology to improve processes and drive digital transformation.

SKILLS

Technical Skills

- Languages: JavaScript, PHP, Python, HTML, CSS
- Frameworks: React.js, Node.js, Express.js
- Databases: MySQL, MongoDB
- Tools: Git, Postman, Figma, ClickUp
- Concepts: REST APIs, Responsive Design, Agile, Test Automation

Other Skills

- Project Management
- Team Leadership
- UI/UX Design
- Problem Solving

Key Strengths

- Digital Transformation in Education Systems
- ERP & SIS Implementation
- Process Optimization
- Team Leadership & Training

LANGUAGES

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

EDUCATION

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

Software Project Manager
ESA Business School | Beirut, Lebanon
July 2016 – Present

- Led end-to-end delivery of **ERP and Student Information Systems (SIS)** projects, ensuring high performance and user satisfaction
- Directed cross-functional teams and external vendors to deliver scalable digital solutions
- Designed and implemented **online application and scholarship platforms**, improving admissions efficiency
- Increased system performance by **30%** through optimization and process improvements
- Conducted **50+ training sessions**, reducing support requests by **40%**
- Resolved **95% of system issues internally**, minimizing operational downtime
- Developed documentation, policies, and training materials to standardize system usage

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:**
 - o **Data Accuracy:** Maintained a 99% accuracy rate in data entry, ensuring reliable and error-free data for analysis.
 - o **Efficiency Improvement:** Streamlined data entry processes, increasing overall data entry speed by 20%.
 - o **Data Integrity:** Implemented double-check procedures, which significantly reduced data discrepancies and enhanced data integrity.

PROFESSIONAL CERTIFICATIONS AND TRAINING

AI Starter Kit Online Professional Certificate

AUB - Abdulla Al Ghurair Hub for Digital Teaching and Learning

Issued March 2026

Advanced Project Management Fundamentals

ESA Business School

February 2026

Machine Learning

SE Factory

Issued Jun 2025

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

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.
- <https://github.com/tulalmnsr/Cleaning-Services>

Cinema Ticketing Platform (MERN Stack)

- Developed full-stack application with authentication, booking, and payment features
- Designed RESTful APIs and integrated frontend with backend services
- Ensured responsive UI and optimized user experience
- <https://github.com/tulalmnsr/movieMania>

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.
- https://github.com/ZainaNajem2023/E_Learning

References available upon request