

Michael Ghayad

Management Information System Graduate

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Objective:

I am a recent graduate with a degree in Management Information System from the Lebanese Canadian University. My professional journey began when i got promoted to Team Leader at ICombat Lebanon, a Tactical Laser Tag place. I got many responsibilities, such as making sure all processes are running flawlessly throughout the organization by giving my team clear tasks, solving any problem that may occur during any process and managing time efficiently. My role also includes software troubleshooting tasks such as detecting bugs/vulnerabilities in the software and reporting them to developers, in addition to hardware and software testing.

Education:

BS in Management Information System, Lebanese Canadian University

August 2019 – June 2023

- Courses: Mobile App Development, Desktop App Development, Business Process Management, Total Quality Management, Database Systems, Dynamic Web Development.

Experience:

Team Leader and Software Troubleshooter at ICombat Lebanon

June 2019 – Present

- Managing time and processes efficiently by giving determined and clear tasks to my team.
- Ensuring customer satisfaction.
- Monitoring and ensuring all processes are running flawlessly through our dedicated ICE(ICombat Engine) software and taking care of any inconvenience that may occur.
- Detecting bugs and vulnerabilities in the software.
- Hardware and Software testing.
- Managing players' online reservations and accounts data.

Skills:

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- Programming: Java, C++, HTML, JavaScript, C#, MySQL, PHP.
 - Others: Leadership, Time Management, Team Management, Communication, Critical thinking.

Languages:

Arabic (Native) | English (Proficient) | French (Proficient)