

Sanaa Abd UlRazzak

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Ambitious recent grad on the hunt for a career launchpad. Ready to turn knowledge into action.



EDUCATION

Study Program

BS in Management information system
Beirut Arab University

01/2021 - 08/2023

Courses

- Principles of Marketing
- Intro to networks & security
- Entrepreneurship & Venture management
- IS project management
- Web Applications Design and Implementations
- Object-oriented programming
- Database Management Systems
- Financial Management
- Information Systems Analysis and Design
- Management Information Systems I & II



PERSONAL PROJECTS

Senior Project

- (Project Name: Bright Hospital Management System)
- Project Plan-Software Requirement-Project Design-Methodology

TakeMeThere Web Design

- Responsive Travel website Design Using HTML CSS & JavaScript
- Contains animations



CERTIFICATES

IC3 Digital Literacy Certification (01/2022)

Finance for Non-Financial Managers. (03/2022)

Team Leadership Webinar (05/2020)



SKILLS

Market Research

IT Strategy

web development

Digital product management

team leadership

wireshark

Data management

Communication skills

Analytical skills

Mysql



LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency



WORK EXPERIENCE

RENEWAL SPECIALIST (Trainee)

EDM -Software Solutions

12/2023

Achievements/Responsibilities

- Boosted customer retention through proactive engagement.
- Negotiated contract terms and pricing to meet customer expectations.
- Improved overall renewal rates using strategic measures.
- Identified upselling and cross-selling opportunities, contributing to revenue growth.
- Managed the renewal pipeline, engaging customers approaching contract expiration.
- Conducted needs assessments and tailored renewal solutions.
- Resolved customer issues promptly to maintain high satisfaction.
- Collaborated with sales and customer success teams for account optimization.
- Used data analysis for personalized renewal strategies.
- Maintained accurate documentation and presented renewal performance reports.