

ROLA BASTIKA

IT Management Graduate | Business Development & Data Analytics
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SUMMARY

Bachelor's graduate in Information Technology Management from LAU with hands-on experience in SQL, Excel, and database design, and a growing focus on data analytics. Delivered end-to-end database solutions and system models for real-world business scenarios, and completed an international data analytics internship at CivAPI, working with geospatial data and system optimization. Eager to apply analytical thinking and technical skills to support data-driven decision-making in a data or IT role.

EDUCATION

Lebanese American University (LAU)

Aug 2023 – Apr 2026 · Beirut, Lebanon

BA in Information Technology Management • GPA: 3.6 / 4.0 • Dean's Distinguished List

WORK EXPERIENCE

Research & Data Analytics Intern | CivAPI

Aug – Oct 2025 · Sofia, Bulgaria

- Collaborated on geospatial data integration and API optimization, improving platform data accuracy and retrieval performance.
- Delivered structured weekly progress reports to the CEO, ensuring consistent communication of technical findings throughout the internship.

Student Assistant (Part-Time) | Gloria Academy / LAU

Mar – Sep 2025 · Hamra, Lebanon

- Handled 20–40 inbound client inquiries daily, maintaining high satisfaction rates through efficient issue resolution.
- Redesigned client record-keeping in Excel, reducing data retrieval time and improving tracking accuracy across operations.
- Coordinated between academic departments to resolve enrollment issues, demonstrating strong cross-functional communication.

ACADEMIC PROJECTS

Database Design – Intramuro Interior Design Co.

Sep – Nov 2025

- Designed a full relational database from scratch: business rules, ERD, schema mapping, and SQL implementation.
- Delivered a normalized, query-ready schema capable of supporting real business operations for the company.

System Analysis & Design – Interior Design Co.

Feb – May 2025

- Led requirements gathering and produced a complete system model, context diagrams, DFDs, and a decomposition diagram.
- Developed UML models (use case, sequence, activity, class) and created structured visual documentation in Figma.

ERP Project – Virtual Restaurant "شتي وصيف"

Feb – Nov 2024

- cross-functional ERP decision-making, including supplier selection, cost management, and contingency planning.
- Collaborated across all business functions in a team environment to deliver an integrated operations solution.

Eterna Mor – Beauty E-Commerce App

Sep – Nov 2024

- Built a functional mobile app in C#, gaining applied experience in object-oriented programming and UI logic.
- Debugged and optimized code iteratively, improving app stability and performance through hands-on testing.

SKILLS

Technical: SQL, Python, Excel, HTML/CSS, C#, Figma, Microsoft Office

Soft Skills: Leadership, Client Communication, Teamwork, Time Management, Cross-functional Collaboration

CERTIFICATIONS

PwC Middle East ElevateME Mentorship Program (Mar–May 2026) – Mentorship program connecting university students with PwC professionals for personalized career guidance and professional skills development.

AIIESEC Membership (Aug–Nov 2025) – Leadership, cross-cultural collaboration & project management.

CTF Cybersecurity Program, Semicolon Academy (Mar–Jun 2025) – Cybersecurity fundamentals & ethical hacking.

LANGUAGES

Arabic – Native / Bilingual | **English** – Full Professional Proficiency