

Beirut, Lebanon

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Nadine Baadarani

PROFESSIONAL SUMMARY

Focused on attaining results with meticulous attention to detail. Developer with extensive experience in creating and managing software systems to satisfy organizational needs. Skilled in developing and enhancing software components and systems for peak efficiency. Highly skilled at analysing and fixing technical problems that have been reported by customers, support staff, and quality assurance. Competent in both testing and implementing processes to ensure the delivery of high-quality software solutions. Adept in writing database-driven applications and integrating them into existing systems. Graduate of Masters in Information Technology and Systems, with specialisations in Data Analytics and Artificial Intelligence, and Cybersecurity having a grade point average of 6.81/7. Committed to developing cutting-edge technological skills in order to provide innovative solutions that meet the needs of customers and contribute to the growth of the company.

SKILLS

Software: Visual Studio, Wireshark, Microsoft Office, Matlab, Dynamics CRM, SharePoint, Nimbus, Spotfire, Acronis.

Development Languages: MySQL, Javascript, PHP, HTML, CSS, APIs

Languages: Arabic, French, English

EXPERIENCE

Activa Communications, Hobart, TAS, Australia – *Automation and System Developer*

February 2024 – March 2026

- Contributed to the development and enhancement of internal and external systems through collaboration, documentation, and software development.
- Mastered our billing and administration systems, including order management and billing.
- Applied automation and software development methods to drive system efficiency and improvement.
- Enhanced technical support systems, including ticketing systems, monitoring systems, and automation platforms.
- Analyzed processes and systems, identifying and documenting requirements.
- Designed and implemented solutions using scripting and coding to improve process efficiency.
- Coordinated activities with contract developers and reviewed their work output.

- Developed internal use, partner use, and limited end-customer use documentation for business processes and procedures.

University of Tasmania, Sandy Bay Campus, TAS, Australia – ICT Academic Tutor

February 2024 – June 2024

- Assisted students in understanding the KIT202 – Web Programming Fundamentals course, focusing on foundational web development concepts and techniques.
- Provided support and guidance on HTML, CSS, JavaScript, and PHP, helping students with their coursework and projects.
- Conducted tutoring sessions to address individual student needs and enhance their understanding of web programming.
- Marked assignments and projects, ensuring fair and consistent evaluation of student performance.
- Offered constructive feedback to students on their assignments and projects to support their learning and improvement.
- Worked closely with the unit coordinator and other faculty members to align tutoring sessions with the course curriculum and objectives.
- Contributed to the continuous improvement of student support services by providing feedback and suggestions based on tutoring experiences.

Aplimedia, Jdeide, Lebanon – Software Developer

November 2020 – February 2022

- Spearheaded the design and development of cutting-edge software modules and system in adherence to precise specifications
- Revamped and resolved issues within existing software modules, enhancing system reliability and performance
- Elevated operational efficiency by collecting, analysing, and summarizing development and service issues
- Implemented rigorous testing and maintenance procedures, ensuring robust functionality and optimization before deployment
- Established the development and execution of comprehensive testing models and procedures, optimizing software quality
- Investigated and swiftly rectified errors and defects reported by customers, customer support, and quality assurance, offering temporary workarounds during the resolution process

Sodetel, Jal El Dib/Sin el Fil, Lebanon – Software Developer

March 2018 – October 2020

- Designed and implemented projects involving database, programming, billing, business applications and I/O programs
- Developed and maintained the company's website and internal web applications
- Demonstrated expertise in investigating, troubleshooting, and resolving reported issues, minimizing downtime
- Implemented seamless integration of various web applications, enhancing cross-functionality and efficiency

Sodetel, Jal El Dib, Lebanon – Technical Support

August 2017 – February 2018

- Provided exceptional customer service by promptly addressing technical requests for residential services

- Delivered efficient troubleshooting solutions for customers' technical inquiries over the phone, achieving high satisfaction rates
- Communicated with customers to provide and process information in response to technical concerns
- Conducted various testing for products and services and delivered detailed reports upon request
- Exhibited diligence in following up on technical tickets and actively participating in the escalation process

BPS Technology Consulting and Services, Beirut, Lebanon – *Presales Engineer*

August 2016 – July 2017

- Worked deals assigned to the sales team prioritizing effort based on maximizing team productivity and company's profit
- Scoped the technical solution required to address the customer's requirements and needs
- Recommended solutions that optimize value for the customers and the company
- Coordinated closely with internal sales, sales support and service resources to align the solution design having the customer's business needs

EDUCATION

University of Tasmania, Sandy Bay, TAS, Australia – *Master of Information Technology and Systems (MITS)*

February 2022 – December 2023

Specializations: Data Analytics and Artificial Intelligence, and Cybersecurity.

GPA: 6.81/7. Placed in the University of Tasmania Roll of Excellence on behalf of the College of Sciences and Engineering for study in the Master of Information Technology and Systems.

Saint Joseph University, Mansourieh, Lebanon – *Bachelor of Telecommunications*

September 2013 – July 2016

Institut National de Communication et de l'Information

Mission Laïque Française, Lycée Franco-Libanais Verdun, Lebanon

September 1998 – June 2013

French Baccalaureate, Scientific, Specialty Mathematics