

NOUR BALTAJI

OPERATIONS, MANAGEMENT SUPPORT & COORDINATION PROFESSIONAL

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PROFESSIONAL SUMMARY

Operations, coordination, and management-support professional with a Bachelor's degree in Management Information Systems and hands-on experience across international exhibitions, administration, manufacturing, technology/SaaS product support, software development, accounting support, and camp operations. Experienced in coordinating staff and workflows, supporting managers and decisions, tracking actions and follow-up, researching information, preparing reports, improving processes, communicating with customers and stakeholders, and solving operational problems in changing environments. Combines business and technology understanding with practical experience in software testing, product demonstrations, workflow analysis, spreadsheets, process mapping, and AI-assisted research and problem-solving.

CORE SKILLS

Operations Coordination | Management Support | Administrative & Project Coordination Support | Action Tracking & Follow-Up | Staff & Workflow Coordination | Research & Information Gathering | Stakeholder & Customer Communication | International Logistics & Exhibition Coordination | Reporting & Documentation | Process Improvement | Workflow & Requirements Analysis | Software Testing & Product Feedback | Product Demonstrations | Confidential Information Handling | Problem-Solving

PROFESSIONAL EXPERIENCE

Camp Operations Coordinator | Makarem Al Akhlak

Lebanon | Jul 2026 - Aug 2026 | Fixed-Term

- Coordinate camp-wide operational support for approximately 170 students across 11 classes, working with administrators, teachers, activity specialists, and support staff.
- Maintain order, support rule compliance, and help protect student safety and wellbeing across classes and activities.
- Respond to changing operational needs including staff gaps, student issues, outdoor activities, equipment needs, and practical teacher support.
- Move between classes and activity areas as needed, stepping into gaps and helping ensure students remain safe and accounted for.

Sales and Product Support Associate | NavyBits / Silni

Tripoli, Lebanon | Dec 2025 - Jul 2026

- Tested Silni and SehaFlow, reported software bugs and regression issues, retested fixes, and recommended product and workflow improvements.
- Conducted more than 30 SaaS product demonstrations and gathered prospect feedback to help communicate customer needs to management and technical teams.
- Researched companies and potential customers, organized prospect and follow-up information, and supported structured outreach and post-event engagement.
- Contributed recommendations involving Silni pricing, offered features and bug fixes, as well as feature recommendations for Silni and SehaFlow.

International Exhibition Operations Coordinator | Family Exhibition Business

India - Multiple Cities | Nov 2023 - Feb 2024; Jan 2025 - Mar 2025

- Supported exhibition operations and customer-facing activity during the first India period; during the 2025 period, independently coordinated operations for up to three stalls and seven staff across several Indian cities.
- Coordinated staff assignments, attendance, breaks, stall readiness, accommodation, domestic transportation, product shipments, packing, and transitions between exhibitions.
- Maintained sales, payment, expense, and income records and consolidated operational information into Google Sheets for family management.
- Built relationships with organizers, traders, and international exhibitors to resolve logistical problems and maintain continuity across changing locations.

Administrative and Customer Service Coordinator | Al Afak for German Language

Tripoli, Lebanon | Sep 2024 - Jan 2025

- Coordinated inquiries, consultations, registrations, attendance, payments, and administrative follow-up for students and visitors while linking students, managers, and service teams.
- Prepared attendance reports, registration counts, payment tracking, data analyses, and management updates using Excel and Google Sheets.
- Produced attendance reporting that contributed to the creation and implementation of a new attendance policy.
- Identified process and data issues and implemented improvements including a contact-saving automation, process flowchart, Google Forms, data cleaning, and an Excel correction.

Management Assistant | BEA Technology Company

Lebanon | Aug 2023 - Nov 2023

- Supported the company manager with team-progress monitoring, employee evaluation information, goal setting, action tracking, reminders, and follow-up.
- Prepared team-progress information and summaries of meeting outcomes and gathered information to support management decisions.
- Assisted with interviews, internal coordination, and client communication while handling confidential employee and management information.

Factory Operations Coordinator | Tartoussi for Copper and Brass

Lebanon | 2022 - 2023

- Coordinated daily factory operations during the family owners' absence, linking workers, customers, suppliers, and external factories.
- Monitored workflow and customer orders, secured required supplies, and resolved operational problems to keep work moving.
- Recorded employee working hours and calculated salaries based on hours worked; maintained stable operations and supported business continuity during the owners' absence.

ADDITIONAL RELEVANT EXPERIENCE

Full-Stack Web Developer | Interphase

Lebanon | Sep 2021 - Jun 2022

- Participated in requirements discussions and Scrum workflows and supported the design, implementation, and testing of MEAN-stack web applications.
- Collaborated with colleagues to translate requirements into development and testing activities and resolve technical and workflow problems.

Software and Consulting Intern | Intelligile

Lebanon | 2020 - 2021

- Researched unfamiliar business and technical topics and prepared presentations to communicate findings.
- Received training and exposure in SDLC, BPMN, requirements analysis, software engineering, consulting, and operations and project-management concepts.

Part-Time Accounting Assistant | SMART

Lebanon | 2018 | Approx. 6 months

- Maintained daily accounting entries for approximately five client companies using SoftWave and reviewed financial records for accuracy.
- Supported annual financial-declaration work for approximately 100 companies, client tax payments, company-registration documentation, and submissions to official authorities.

EDUCATION & TRAINING

Bachelor's Degree in Management Information Systems | Lebanese University, Faculty of Economics and Business

Administration | 2018 - 2022

Front-End Development Bootcamp | ReCoded | 2021

TOOLS & METHODS

Data & Operations: Microsoft Excel, Google Sheets, Google Forms, data organization, operational tracking, data cleaning and routine analysis.

Office & Process: Microsoft Word, Microsoft PowerPoint, SoftWave accounting software, BPMN/process flowcharts, Scrum.

ERP: Practical use of Odoo CRM for sales and lead tracking; exposure to additional modules and able to research and learn specific system tasks as needed.

AI & Research: Practical use of ChatGPT, Claude, Gemini, and internet research for research, drafting, planning, problem-solving, and workflow support.

LANGUAGES

Arabic: Native | **English:** Professional working proficiency