

# NADA EL-SABEH

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## SOFTWARE MANAGER AND ENGINEER, DATA ANALYST AND INTERNAL AUDIT

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- **Software Manager** – Managed new software development. Ensured in-service software issues were assessed and corrective. Ensured requirements were satisfied; participated in audits to ensure all requirements were met. Communicated risks, issues, opportunities, project performance and earned value to stakeholders. Championed process initiatives and improvements. Contributor to identifying, researching, and proposing. Responsible for personnel actions, such as performance assessments, goal development, and promotions.
- **Innovative software engineer** offering 8 years of experience in the full software development lifecycle – from concept through delivery of next-generation applications and customizable solutions.
- **Known for excellent troubleshooting skills** – able to analyze code and engineer well-researched, cost-effective and responsive solutions.
- **Data Analyst** – Reconcile and prepare the necessary data for the Insurance Regulatory Reports and Auditors.
- **Internal Audit** – Good understanding of internal audit concepts and standards. Skilled in gathering, analyzing and evaluating facts. Ability to analyze financial data and advise clients. Ability to compile and compute data and generate reports.

## PROFESSIONAL EXPERIENCE

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### Freelancer

*Accountant and Stock management (March 2017 – Present)*

- Works at two different (NutraPharm and MKBeauty Supply) as an accountant and stock management.
- Responsible for implementing all accounting vouchers and prepare the VAT report data.
- Work to make sure that stock data is transferred to accounting correctly.
- Closing trial balance each quarter for VAT and at each year for the income tax report.

### ATI (Al Aman Trust Insurance)

*Insurance Software Manager and Internal Audit (December 2015 – July 2018)*

#### Insurance Software Manager:

- Responsible for overseeing and coordinating the people, resources and processes required to deliver new software or upgrade existing products.
- May take a hands-on role in software development. However, the primary role is project management, coordinating the work of other software professionals. Main project, still under development in the last phases, is the Online Insurance, where the public users can issue most of the products on the website.
- Soft skills training materials to teach soft skills training courses.
- Work closely with business managers or marketing professionals to identify the requirements for new software programs. Identify the functional requirements of the departments that will use the new software if it is for internal use. If the new software for customers then identify market requirements and review the performance of existing competitive programs.
- Identify the skills needed for each development project and recruit team members. If the team members don't have the required skills, I organize training programs or work with external contractors or consultants who offer those skills. So monitor the performance of team members against strategic targets and provide mentoring or training, if necessary.
- Establish schedules to complete projects on time.
- Monitor progress against intermediate and final development targets. So conduct regular team meetings to review progress and to identify potential obstacles to completion.

- Monitor quality to ensure that products meet the technical and business objectives. In addition schedule meetings with other stakeholders, such as department managers and marketing professionals to update them on the project and obtain feedback.

#### **Internal Audit:**

- Audited insurance related operations including accounting, claims, underwriting and reinsurance.
- Gathered and audited data and identified deficient controls.
- Conducted pre-implementation audits to determine development of planned work.
- Checked financial and information systems.
- Audited records and other insurance related documents.
- Prepared detailed reports on audit findings and Regulatory Reports.
- Provided recommendations in operations and financial activities.
- Audited annual reports, records and financial statements.

#### **BMME (Business Machines ME)**

*Customer Support and Software Engineer (December 2007 – November 2015)*

- Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Prepares and installs solutions by determining and designing system specifications, standards, and programming.
- Improves operations by conducting systems analysis; recommending changes in policies and procedures.
- Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products.
- Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Protects operations by keeping information confidential.
- Provides information by collecting, analyzing, and summarizing development and service issues.
- Accomplishes engineering and organization mission by completing related results as needed.
- Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

#### **SGBL (Societe Generale de Banque au Liban)**

*Customer Service/Teller (July 2004 – October 2007)*

- Processing check, cash and direct debit payments and withdrawals.
- Setting up and maintaining customers' accounts.
- Dealing with enquiries.
- Promoting and selling financial products and services to customers.
- Using a computerized system to update account details.
- General administration tasks such as maintaining records, opening post and sending letters to customers.
- Helping customers with loan and mortgage applications.

#### **EDUCATION**

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- Master in Business Administration (GPA: 3.92) – Arab Open University (2016 – 2018)
- Maitrise-es Sciences in Computer Sciences – Lebanese University Faculty of Sciences (2005 – 2008)
- BS in Computer Sciences – Lebanese University Faculty of Sciences (2004 – 2005)
- 2 years Mathematics – Lebanese University Faculty of Sciences (2001 – 2002) (2003 – 2004)
- Mathematics Diploma (official exams) Minette Modern School (1999 – 2000)

## CERTIFICATES

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- Workshop for Income Tax from Arab Open University (2017)

## TECHNICAL TOOLS

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Soft knowledge in Visual basic, C, VBA, C++, JavaScript, .HTML, SQL, MSSQL Server, MySQL, XML, Perl, Power designer, Java, Assembly, Rational Rose and more.

## TECHNICAL SKILLS, LANGUAGES AND OTHERS

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- Huge experience in internal auditing within insurance industry. Sound knowledge of insurance operations including accounting, claims, underwriting and reinsurance.
- Remarkable experience in technical support and customer service to complex software applications that are Insurance, Re-Insurance, Broker, Accounting, Payroll, Receivable, Payable, Stock, Logistics, Retail and Budget.
- Analyzing Information, General Programming Skills, Software Design, Software Debugging, Software Documentation, Software Testing, Problem Solving, Teamwork, Software Development Fundamentals, Software Development Process, Software Requirements
- Experience in Familiarity with PC, Windows XP/Vista/7/8/Server operating systems.
- Proficient with Microsoft Office products (Access, Excel, Outlook, PowerPoint and Word) and Microsoft SQL Server 2000/2005/2008/2008R2/2012R2.
- Strong technical and excellent organizational and time management skills.
- Superior software application installation and troubleshooting skills.
- Excellent communication time management skills, hard worker and ability to work under high pressure.
- Highly motivated to achieve client satisfaction.
- Profound ability to interpret, analyze and troubleshoot technical problems.
- Proven ability to prioritize and manage multiple tasks simultaneously.
- Excellent knowledge in written and spoken Arabic and English
- Strong written and oral communication skills
- Interests: Reading, Learning new techniques, Social activities

## PROJECTS

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- I- **MBA Graduation Project** – Online Insurance (E-Insurance)  
A research based on secondary data for “Online Insurance Between Customer Behaviour, Privacy And Trust”.
- II- **Maitrise-es Graduation Project** – (Implemented using Java)  
Automatic Exam Evaluation which is a solution that automatically grades multiple choice exams of pencil-paper format. This software consists of:
  - Designer: allows the user to design multiple-choice exam sheets
  - Evaluator: processes the exam sheets (as images), recognizes checkboxes that have been filled in by hand and outputs the corresponding reports.
- III- **Database Project** (Implemented using SQL Server 2000 & Visual Basic) **for Municipality Election**
- IV- **Application Generator Project** (Implemented using Visual Basic)  
This software allows the user to design a dialog-based application, and then transform the design into Visual C++ source code.

## PERSONAL DETAILS

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- Date of birth: July 23<sup>rd</sup>, 1982
- Nationality: Lebanese