

LAMA DANNAOUI

Tripoli, Lebanon | lamadannaoui0@gmail.com | +961 76 564 335 | www.linkedin.com/in/lamadannaoui
<https://github.com/lamadannaoui> | <https://medium.com/@lama.dannaoui11>

Strategic Developer with a technical foundation in full-stack development (Python, React, Django). Proven ability to lead cross-functional teams in delivering complex digital products, from concept to launch, by bridging the gap between technical execution and business objectives.

PROFESSIONAL EXPERIENCE

SENIOR CLIENT SUCCESS SPECIALIST | SOLVIT AI INC

July 2024 – Present

- Drove a 70%+ client retention rate and 25% upsell growth by developing and executing strategic account plans for a portfolio of AI SaaS clients in the retail and finance sectors
- Delivered client demos and designed visual assets using Figma and Canva to showcase features.
- Shared client feedback with product teams, contributing to faster feature updates.
- Accelerated AI tool adoption for key clients in retail and finance by creating tailored onboarding documentation and leading hands-on training sessions, reducing client support tickets by 25%.
- Reduced support resolution time by 20%, boosting satisfaction.

GENERAL MANAGER | NUGENESIS – LEBANON

June 2024 – August 2024

- Led a cross-functional initiative to overhaul internal operations, defining and implementing new KPIs and optimizing workflows that resulted in a 40% measured increase in team productivity.
- Spearheaded the project lifecycle for a new internal management system, from requirements gathering to launch, delivering the system 20% ahead of schedule through the implementation of Agile sprint planning.

PROJECT LEAD | SCHOOL OF CO-CREATOR

January 2024 – June 2024

- Owned the end-to-end delivery of 3+ web development projects for external clients, utilizing Agile methodologies to consistently meet or exceed all project deadlines and scope requirements.
- Improved development workflow efficiency by 20% by implementing a unified project brief system and leading daily stand-ups that bridged communication gaps between design and engineering teams.
- Led daily standups, sprint reviews, and retrospectives, resulting in smoother delivery cycles and stronger team ownership

FULL STACK WEB DEVELOPER | SAUGO360

July 2023 – November 2023

- Developed a mobile healthcare app for solo providers, boosting digital access by 25%.
- Engineered a scalable appointment-booking feature using React and a Django REST API, which served as the core functionality for a new mobile healthcare application used by solo providers
- Translated UI/UX designs into smooth user experiences, enhancing usability and navigation.
- Collaborated across planning, development, and QA, cutting post-launch bugs by 15%.

GOOGLE DEVELOPER STUDENT CLUB (GDSC) LEAD | CNAM

August 2023 – August 2024

- Led the Google Developer Student Club, growing the community from zero to 100+ active members by organizing and executing 8+ technical workshops and hackathons on AI, Web Development, and UI/UX.
- Empowered over 100 students by creating a collaborative tech community, connecting them with Google experts and industry mentors.
- Promoted hands-on learning in Web, AI, and Product Development through events, hackathons, and bootcamps.

SKILLS

- **Project Management:** Sprint Planning, Roadmapping, Risk Management, Budgeting, Agile/Scrum, KPI Tracking, Workflow Optimization, Team Leadership, CRM Tools (HubSpot, Salesforce, Zoho CRM, Pipedrive), Trello, Jira, Notion, ClickUp.
- **Technical & Development:** React.js, Django, PHP, HTML/CSS, JavaScript, Python, Java, Git, RESTful API Services, UI/UX Implementation, Figma, Canva, Adobe XD, QA Testing, Performance Optimization, Cross-Browser Compatibility, Responsive Design.
- **Soft Skills:** Communication, Ownership, Adaptability, Leadership, Mentoring, Team Collaboration, Critical Thinking, Time Management, Conflict Resolution, Creative Problem Solving.

PROJECTS

- **Travel Buddy AI App:** Developed a smart itinerary planner using Python and the OpenAI API to generate customized travel plans based on user preferences, demonstrating a practical application of AI to solve a user-facing problem.
- **Mental Health Portal:** Architected and built an interactive web platform with educational content and support tools, designed to raise mental health awareness and provide community resources.
- **E-commerce Website:** Deployed a WordPress-based clothing store featuring a custom theme and integrated payment gateway, streamlining the online shopping experience for users.

CERTIFICATES & AWARDS

- **CCNA 1 & 2 (Cisco)** – Gained foundational networking and routing/switching skills.
- **DELFB2. Devathon & Web Bootcamp (GDSC-LU)** – Organized and facilitated developer-focused learning events.
- **AUF Hackathons** – Achieved two times the 2nd place finishes in competitive innovation challenges.
- **INJAZ Lebanon Certification** – Earned recognition for contributing to AidLink+, a mobile app concept supporting NGOs and the Red Cross during natural disasters by improving aid coordination strategies.

EDUCATION

COMPUTER SCIENCE | CNAM UNIVERSITY

- Currently pursuing a Bachelor's in Computer Science, expected to graduate in July 2026.

DIPLOMA IN JUNIOR WEB DEVELOPER | CNAM UNIVERSITY

- Graduated from Junior Web Developer program with a 3.5 GPA (2024).

LANGUAGES

- Arabic: Native
- English: Fluent
- French: Proficient (DELF B2)