

Rawan Sbeiti

 **Address:** Beirut, Lebanon

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Date of birth: 08/01/1997 **Nationality:** Lebanese

WORK EXPERIENCE

[15/02/2024 – Current]

Remediation Project Manager | Application Upgrade Manager

InfoCubed - Paris, France

Main activities and responsibilities:

- Reviewing and analyzing the current upgrade needs,
- Writing functional specifications,
- Following up on development,
- Coordinating UAT (User Acceptance Testing),
- Validating new release in testing and live environment,
- Enhancing and issuing documentation (e.g. guides, how-to's).
- Being involved in meetings with project stakeholders,
- Being part of NEO migration for global markets.

[06/09/2021 – 15/02/2024]

Customer Support Specialist | Assistant Project Manager

InfoCubed - Paris, France

Main activities and responsibilities:

- Helping marketing agencies to use info3plan, our product for entering media plans,
- Helping L'Oréal to use info3track, our product for interrogating consolidated media plans,
- Logging all requests / claims in Azure Devops and Microsoft Dynamics 365, and ensure they're successfully resolved,
- Hosting distant global training sessions for L'Oréal and agency users,
- Handling users' requests and complaints through E-mails and Microsoft Teams,
- Assisting the product owner with the design of functional product development,
- Carrying out necessary functional tests,
- Participating in project follow-up meetings with L'Oréal,
- Spreading best practice via self-written articles and small guides.

[27/03/2015 – 20/08/2021]

Customer Service Representative

Alfa Telecommunications - Beirut, Lebanon

Main activities and responsibilities:

- Answering clients' requests via phone using the CISCO system,
- Escalating technical incidents to the concerned teams,
- Providing further knowledge about products and services, and upselling when needed,
- Being a problem-solver and an active listener and maintaining a positive attitude.

EDUCATION

[14/09/2014 – 06/06/2017] **Bachelor of Sciences in Hospitality & Tourism Management**

Lebanese University

Address: Beirut, Lebanon

TRAININGS

- Certificate of completion in 'HubSpot Sales Software' (CRM),
- Certificate of completion in 'The Fundamental of Digital Marketing',
- Certificate of participation in 'The Power of Asking the Right Question',
- Certificate of attendance in 'Customer Service Excellence',
- Certificate of attendance in 'Communication Skills',
- Certificate of attendance in 'Problem Solving and Decision Making',
- Certificate of attendance in 'Selling Techniques'.

LANGUAGE SKILLS

Mother tongue: Arabic

Other languages:

English: proficient,

German: conversational (B1),

French: basic knowledge.

DIGITAL SKILLS

My Digital Skills

Microsoft Office | Microsoft Word | Microsoft Excel