Joelle Issa

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WORK EXPERIENCE

# Business analyst, MontyMobiles, Hamra-Beirut

04/2022 - Present

* Perform feasibility analysis, scope projects, and works with the project management to prioritize deliverables.
* Prepare & document business processes and software requirements for technology initiative.
* Create detailed business requirement document (BRD).
* Collaborate with business partners to help identify, analyze and resolve inconsistencies and redundancies.
* Work with component testing staff to ensure that deliverables meet business requirements.

# Solution architect, InMobiles, Mkalles-Beirut

09/2021–03/2022

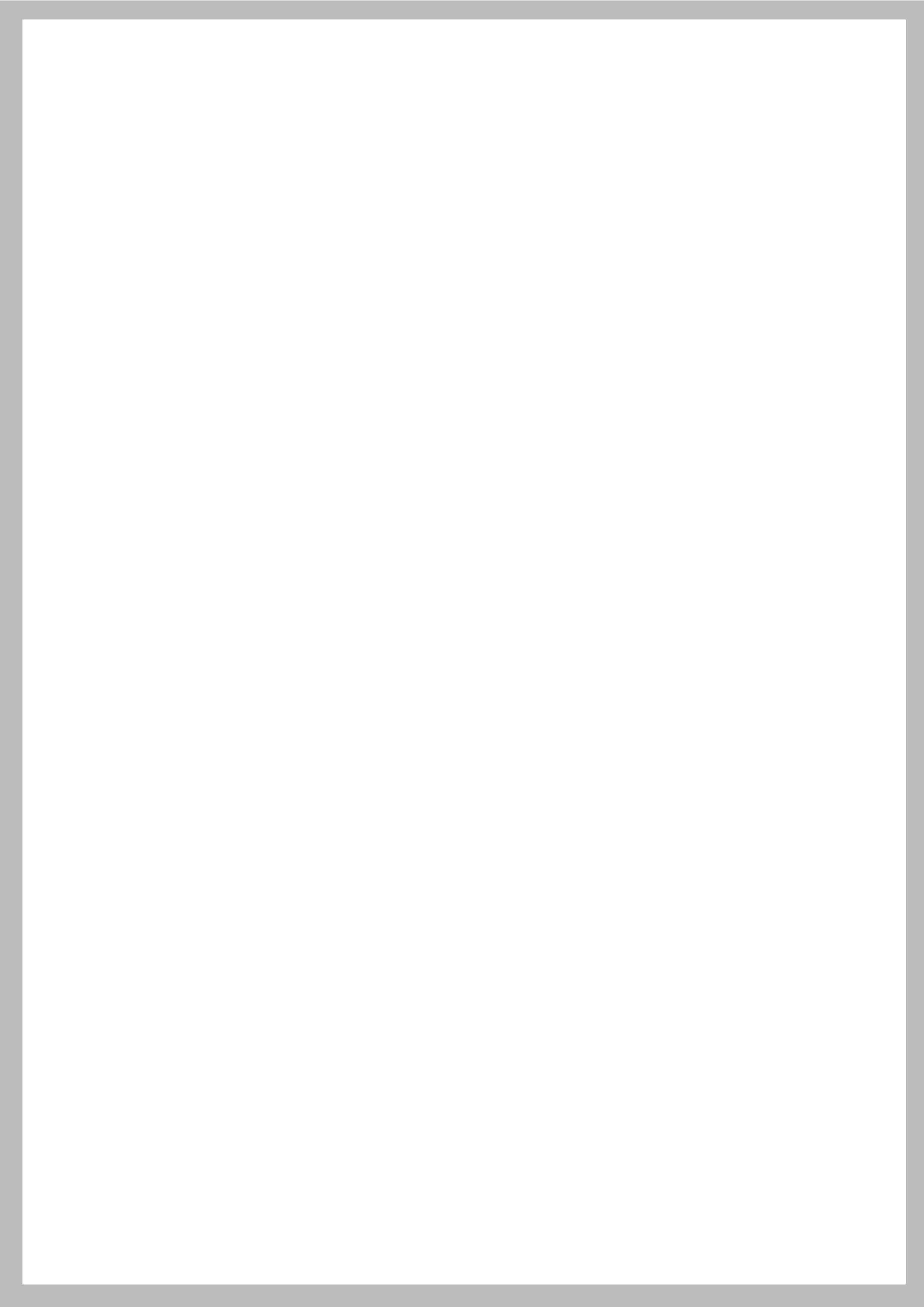
* Create and lead the process of integrating IT systems for them to meet

an organization’s requirements.

* Conduct a system architecture evaluation and collaborates with project management and IT development teams to improve the architecture.
* Collaborate with various stakeholders to determine software requirements.
* Create low-level product specifications and design documents.
* Provide the development team with architectural blueprints to follow.
* Update software solutions as required.
* Create and update solution documentation.

# Business Analyst, BRAINNEST, Germany

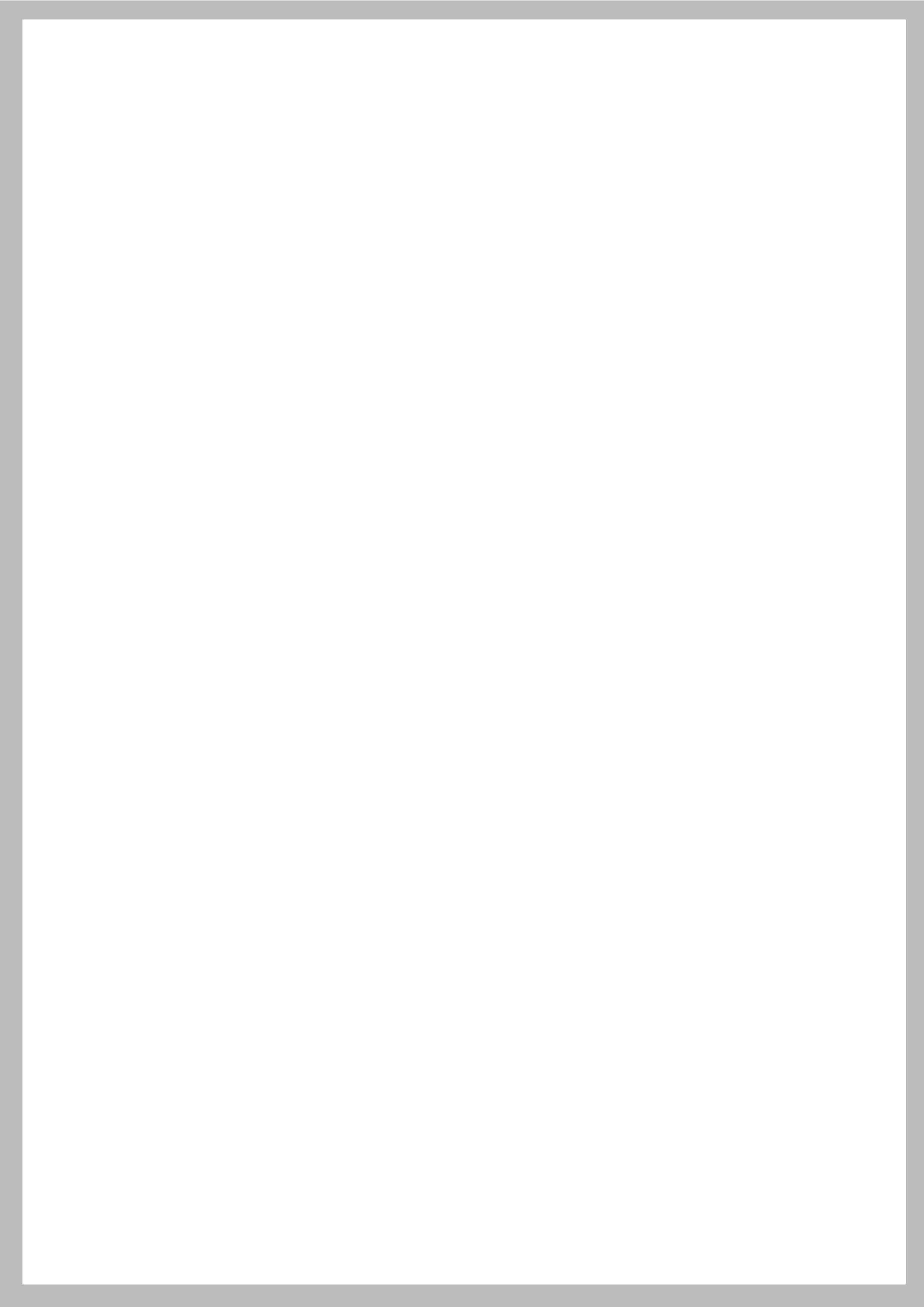
08/2021-09/2021

* How to understand the business of a given company and present processes.
* Write a business plan.
* Create a P/L and budget report.
* Conduct analysis, write and present reports.
* Use excel functions, trend analysis, correlation, regression, pivot tables.
* Organize and communicate in groups.
* Write business cases, following the requirements and business rules.

12/2019 - Present

# Business intelligence teacher, Freelance

* Responsible for 6 fixed students teaching them the university course of Business intelligence and the LAB.
* Teaching 3 students the course of data management (SQL), project management (MS project) and system analysis and design (MS Visio).
* Teaching 3 students the JAVA course.



# Front End Developer, Ecomz, Beirut

11/2019- 09/2020

* Managed full-cycle design tasks, handling all phases from conception to completion while maintaining guideline throughout.
* Enhanced user experience and accomplish webpages objectives by creating site structure, navigation, page optimization and graphic integration.
* Enable site-wide promotions by programming HTML5 canvases to animate particles on web backgrounds.
* Collaborated with stakeholders during development processes to confirm creative proposals and design best practices.
* Developed designs to meet specific requirements such as quick- loading sites with particular layouts.
* Owned more than 7-10 projects per week from initial research and conceptual design through testing and implementation phases.
* Designed the KWIKBY interface and maintained both corporate and client websites.

# Data/Business Analyst, Student Assistant, LIU

10/2019 – 12/2020

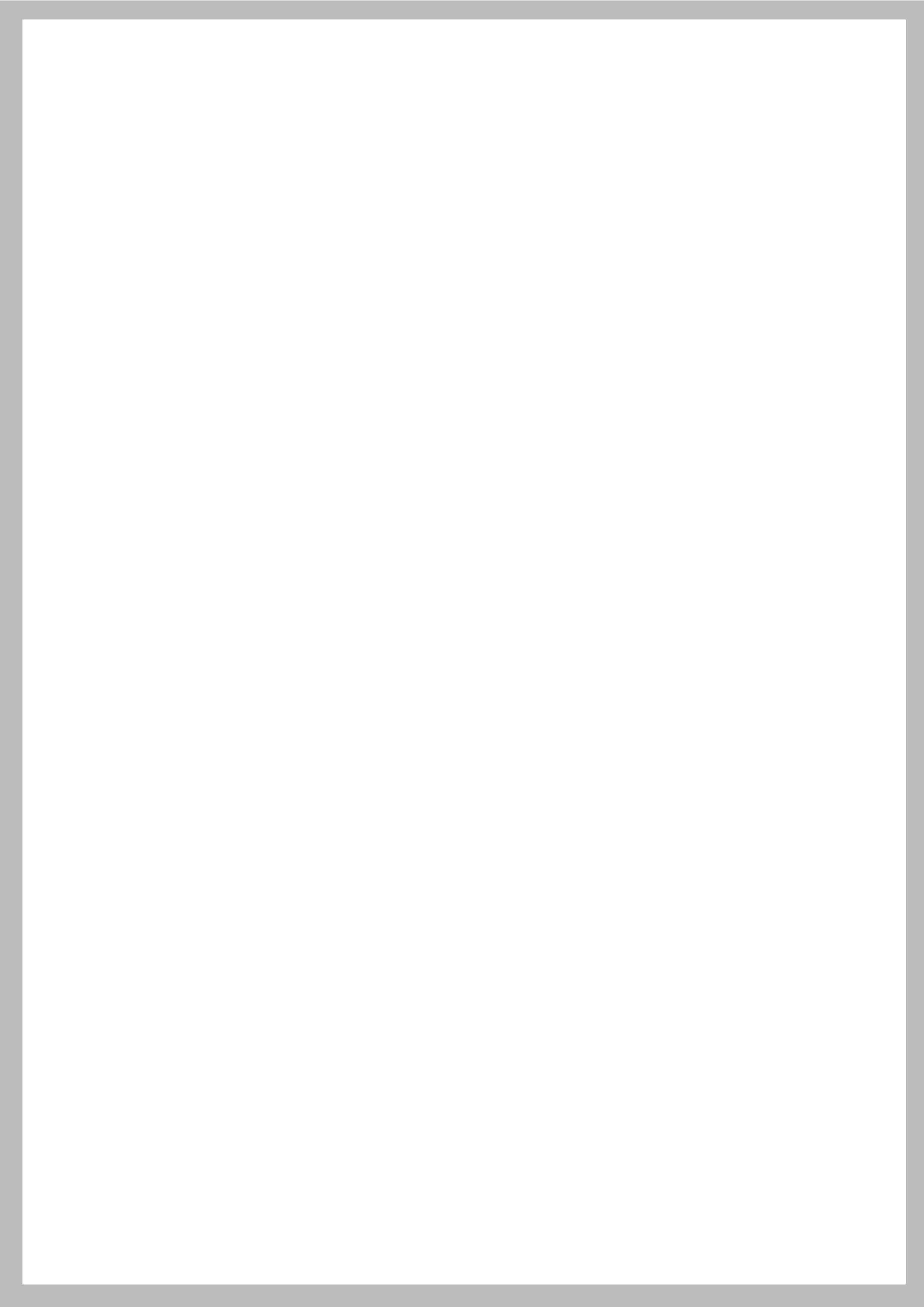
* Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
* Analyzed SAP transactions to build logical BI model for real-time reporting needs.
* Worked on Informatica PowerCenter as an ETL tool.
* Performed detailed data analysis (i.e. determine the structure, content and quality of the data through examination of source systems and data samples).
* Develop and provide training to university students on basic utilization of Tableau, SQL, Java and advanced proficiencies to provide backup to this.
* Led development of 7 database projects for students & completed projects on time
* Recommended data standardization and usage for protection of data integrity

2017 – 2020

# Accountant and Operation Manager, Vee American Coffee Shop, 5 Branches (zgharta, ehden (2), jbeil, amioun)

* Set up and improved accounting systems and processes to meet business needs and maximize effectiveness of operations.
* Monitored 6-employee team while handling day to day accounting processes and financial accuracy.
* Completed daily cash functions like account tracking, payroll and wage allocations, budgeting and all types of cash and banking reconciliations. Collected and arranged data into OMEGA financial management system
* Partnered with auditors on annual audits and realized compliance with governmental tax guidelines.

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| EDUCATION | 2018 - 2020   * **Bachelor’s degree of Management Information Systems**, Lebanese International University of Tripoli   2015 - 2018   * **Baccalaureate of Accounting and Science,**   Institution of Saint-Antoine of Zgharta  2021   * **Certificate of completion in Data Analysis Track**, Udacity 1MAC * **Certificate of completion in Fundamentals of business analyst,** UDEMY * **Certificate of completion in Scrum Fundamentals,** UDEMY * **Certificate of completion in Project Management Professional,** Lebanese American university |



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| SKILLS | * MS Office (Dynamics, Visio, Project, Excel, PowerPoint…) * Tableau, QlikView, PowerBI, Salesforce, Informatica PowerCenter * SQL, Object Oriented (Java), R, Apex, Python * Web dev: HTML, CSS, Angular, JavaScript * Jira, Agile, Scrum,Git, Trello, Kanban |

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| REFERENCES | References available on request |