



LAYAL RABIH

PERSONAL DETAILS

23/12/1987

Married

Lebanese

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Beirut, Lebanon

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SKILLS

Microsoft Office	● ● ● ● ●
Agile methodology in project management	● ● ● ● ●
CRM AppDynamics	● ● ● ● ●
Interpersonal and communication skills	● ● ● ● ●

LANGUAGES

Arabic	● ● ● ● ●
English	● ● ● ● ●
French	● ● ● ● ●

EDUCATION

Ph.D. Candidate in Management Science

Nov 2021 - Present
[Université de Lorraine, France](#)
(Expected graduation Nov 2024).

Master in Organization Economics

Sep 2018 - Sep 2019
[Université Grenoble Alpes, France](#)
Double Diploma- Master in Economic Strategy for Sport and Tourism from Lebanese University- Beirut, Lebanon.

Master in Business Administration (Major Business Computer)

Sep 2009 - Jul 2011
[Lebanese university, Lebanon](#)
Faculty of Economic Sciences and Business Administration.

Bachelor in Business Administration (Major Business Computer)

Sep 2006 - Jul 2009
[Lebanese university, Lebanon](#)
Faculty of Economic Sciences and Business Administration.

WORK EXPERIENCE

Instructor, [Lebanese International University, Lebanon](#)

Feb 2022 – Present

- Offering Management Information System Related Courses (MIS, Operation Management, System Analysis and Design, Business Intelligence, Object Oriented Programming, Introduction to Algorithm).
- Advise and coach students on course selection and registration during registration periods, and flag at risk students for early intervention and support.
- Attend all scheduled University/School/ Department meetings, and abide by the directives of the Dean of the school.
- Participate in proctoring midterms and final exams, as assigned by the Academic Director of the campus concerned.

Digital transformation executive, [Ministry of Education and Higher Education, Lebanon](#)

Aug 2023 – Present

- Overseeing and coordinating the e-government transformation of the Higher Education Department
- Managing strategic digital projects through system implementation, ensuring a proper employees training for a successful e-government adoption

E-government and digitalization project Manager, [Ministry of Education and Higher Education, Lebanon](#)

Aug 2021 – Aug 2023

- Operate as the centre connection between technical personnel, software providers and business personnel, translating business requirements for technical teams.
- Support testing teams in developing understanding of systems behaviour to conduct appropriate testing according the business requirements.
- Manage and maintain the business processes development documentation, applying enhancements where/when appropriate to achieve appropriate changes to systems.
- Write policies and procedures for each application, and ensure proper business requirements documentation and implementation.

- Support applicants in their application submission, and faced challenges.

Responsible of foreign higher education degrees' recognition, Ministry of Education and Higher Education, Lebanon

May 2016 – Present

- Higher education representative at the LEBPASS project (The Lebanese Diploma Supplement) developing principles for generating a Diploma Supplement and the Diploma Supplement Template Form.
- Operate as the centre connection between upper management and foreign diploma accreditation section team.
- Check universities and their study programs accreditation and recognition in the Lebanese higher education directory and Enic- Naric Network available data base.
- Review and study all higher education foreign application files and prepare the committee report file containing students' information in order to take the equivalence decision.
- Prepare the equivalence committee minutes of meeting.

Business Analyst Officer, Bankmed S.A.L./ Acquiring and Loyalty Department, Lebanon

Aug 2015 - Apr 2016

- Escalated all upper Management and Loyalty reports (Daily, Weekly, Monthly, Quarterly, and Annually).
- Wrote all the business requirements for the acquiring and loyalty functionalities for the new core banking (Oracle Flexcube) and for the new card management system (SmartVista BPC).
- Worked on all Acquiring software application: POS programs, TMS for Ingenico and Hypercom POS.
- Operated Loyalty software and application on Payflex.

Business Analyst Officer, Bankmed S.A.L./ Electronic Banking Department, Lebanon

Nov 2011 - Aug 2015

- Supported testing teams in developing understanding of systems behaviour to conduct appropriate testing according the business requirements.
- Insure proper documentation and implementation of policies and procedures for each application.
- Worked on all E-banking services: MedOnline, MedMobile, MedCards, PinPay.
- MedMiles Website and Mobile application project manager.

Business Analyst and web application developer, Sword Group- Switzerland/ Offshore, Lebanon

Jan 2010 - Oct 2011

- Worked as database analyst and Java developer to finalize geographical designs for French ministry of agriculture Using Arc GisSoftware.
- Gathered and analysed business requirements and prepared related Business Requirements Documents, developed many of Orange Telecom web applications: ICE, OLA, CS.
- Wrote testing scripts and test many web applications, and quality assurance.

CONFERENCES

- **PROLOG2023:** International Conference on Project & Logistics 20 - 23 June 2023, Chambre of Commerce, Luxembourg. (Organisation Committee member, participant in the doctoral consortium, and paper author).
- **PROLOG2021:** International Conference on Project & Logistics 29 September- 02 October 2021, IAE & La Cité Nantes Congres Center, Nantes, France. (Participant in the doctoral consortium).

- **The New Regional Convention on the Recognition of Studies, Diplomas and Degrees in Higher Education in the Arab States**, 01 & 02 February 2022, UNESCO Headquarters, Paris, France. (Attendee).

CERTIFICATES

Meric-Net Higher Education Recognition Certificate

Oct 2017

ENIC: European Network of Information Centres in the European Region - **NARIC:** National Academic Recognition Information Centres in the European Union / **NOKUT-** CIEP- CIMEA.

Lebanese Financial Regulations Certificate

May 2015

ESA Business School and Banque Du Liban - Beirut, Lebanon.

TRAINING

MasterCard Online Training

2016

Card Products & Risk, Overview of eCommerce and SecureCode, Introduction to Dynamic Currency Conversion (DCC), Overview of Mobile Point of Sale (MPOS), Chip Series: Introduction to Key Management, MasterCard Simulators Overview: MCPS, Chip Series: Concepts of Contactless Technology, Introduction to Authorisation, Introduction to MasterCard Series: Interchange and Billing.

Lebanese Financial Regulations

2015

ESA Business School and Banque Du Liban

Stress Management

2014

Bankmed S.A.L.

Teamwork Management

2013

Bankmed S.A.L.

Web development and IT training

Nov - Dec 2009

Sword Group –Switzerland/ Offshore, Lebanon

Lebanese Banking System and Structure Training

Jul 2008

Banque Du Liban.

Banking administrative and financial Training

Aug 2008

Fransabank S.A.L.