

Raghda Raad

E-mail:raghda8@hotmail.com
Lebanon, Tripoli; Phone (+961) 70/125842

CAREER OBJECTIVE

Seeking an innovative organization where I will be challenged and can advance based on my merit. In addition, I would like to work in an environment where I build on my previous background, personal skills, and achievements.

PROFESSIONAL EXPERIENCE

June 2008- Dec 2008: Cisco Systems, Inc. Business Development Analyst

Within the Competitive Deal Support Team, part of Cisco's Worldwide Sales Operations Group, I developed account level competitive intelligence readouts for executive management.

Responsibilities:

- Polled Cisco account managers worldwide to collect intelligence on theater and product for specific competitors in routing and switching equipment and their *go to market* strategies
- Worked with senior team members to develop reports, dashboards, and analysis for the collected data
- Presented in person and through collaborative teleconferencing findings to cross-functional worldwide sales and business unit executive management
- Incorporated data and report analysis into presentations to Corporate Leadership readouts at SVP and Chairman/CEO levels

Jan 2007- May 2008: Intelligile Research, Development & Support Center, Lebanon Associate Business & Technology Consultant

Responsibilities:

- Interviewed and Modeled Client Enterprise Architecture (Business Motivation Model, Business Process Model, UML ...)
- Extended and developed modeling techniques using UML language

EDUCATION

2007: Lebanese University - Master I in Business Computing

2005: Lebanese University - Bachelor degree in Business, Option: Business Computing

2002: Math Baccalaureate from "Ecole Nationale Grecque Orthodoxe"

TRAINING EXPERIENCE

SEP 2005: LAB ASSISTANT AT THE LEBANESE UNIVERSITY

- Software & hardware maintenance for the lab computers

AUG 2004: CUSTOMER SERVICE AT AUDI BANK, TRIPOLI, LEBANON

- Open new accounts for clients and assist them with loans and credit cards applications

COMPUTER SKILLS & LANGUAGES

CERTIFICATION: Six Sigma Green Belt; aiming for a SS Black Belt Certificate

Lean/DFSS Certificate and Advanced English for Business Professional Writing

Desktop Applications: Microsoft Office 2007 (Excel, Word, PowerPoint), Microsoft Access, Groove

Database & Modeling: SQL, MySQL, UML2.2, BPMN, BMM, ABB

Programming Languages: html, PHP, Perl, Ajax

Written & Spoken Languages: English (fluent), French (fluent) & Arabic (native)

PERSONAL INFORMATION

NATIONALITY: LEBANESE

GENDER: FEMALE

BIRTH DATE: JANUARY 15, 1985

NGO: JUNIOR CHAMBER INTERNATIONAL (JCI)