

NORA KHZAM

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Date of birth: 29 July 1980
Marital Status: Married
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Career Summary

Senior Assistant

Abu Dhabi - UAE

Nov 2009 – Present

National Bank of Abu Dhabi

Working as Senior Assistant for the Executive Vice President & Deputy Group Chief Risk Officer in the Risk Management department.

- Effectively followed up on Risk Management Committee meeting and successfully maintained the meeting deliverables and outputs.
- Successfully administrate and support the daily duties for the executive vice president & deputy group chief risk officer and obtaining & preparing necessary reports

Database Administrator

Abu Dhabi - UAE

Sep 2007 – Aug 2008

URS Corporation – Nokia

Rollout of construction the new Mobile operator (du) in UAE (our zone is Abu Dhabi and Al Ain)

Was able to successfully build a mechanism to integrate different shareholders requests and find out a way to develop organised and more effective way to update and easier way for the users to get reports

Left the position to give birth of my first child

- Successfully maintained the project database, project documentation library and software.
- Effectively followed up on project deliverables and site implementation schedules
- Was able to fluently coordinate with implementation contractors on project deliverables, and harmonise different project teams on sites status and obtaining daily reports for database update.

Billing Supervisor

Damascus - Syria

April 2003 - April 2007

Billing Supervisor at Syriatel

Started to work at Syriatel as Billing Engineer and with demand and dedication promoted to Billing Supervisor, I was able to achieve many productive accomplishments, some like:

- Was able to utilize the team resources for the best performance and monitor the team activities and represent a single contact against the company internal customers (Customer Care, Sales and Marketing teams)
- Lead the billing team to administrate and monitor the billing system and handle errors (Call Collection, Day end and bill production, loading and uploading tap files, postings, period end, mediation & provisioning systems, etc...)
- Successfully administrate and support the whole life-cycle of the billing system and other integrated systems, and fix issues in system
- Got high customers' satisfaction by analyzing the internal customers' reporting requirements and developing advanced SQL queries to address those requirements which helped them in their reporting
- Perform analysis and programming functions for systems integrated with the billing systems and functionalities to guarantee accurate performance, analysis, and functionality.
- Check and Follow up RAP files
- Manage to document and maintain any Billing Team procedures and activities
- We were able to reach to high accuracy of customers' billing system (Airtime, services), as was able to guarantee the billing procedures accuracy and dependability

ISP Project Supervisor

Damascus - Syria

Oct 2006 - April 2007

ISP Project Supervisor at Syriatel

The project scope was to make Syriatel ready to be the third Internet Service Provider in Syria. It was a big project for providing access to the internet, and an easy way to use internet dial-up service offering endless possibilities of creating complete personalized e-community. It awards numerous features including web browsing, e-mail, X-Drive,

personal pages creation, and many more value added services to come. The targeted audience was all mobile phone users and any other subscribers to access internet through PCs and networks.
Specified as the supervisor of the ISP project and was able to accomplish

- During my period of project management we were able to Successfully complete the project tasks in the proper time table, without missing the deadlines in the same time addressing the required quality level
- I was able to manage the ISP system implementation project's day to day tasks, utilize the resources available for the implementation team
- Successfully coordinated with the suppliers for the project requirements with no conflicts and missing ever.
- Guaranteed accurate analysis, ensured the accuracy of ISP customers' billing system, and guarantee the billing operation completes on schedule
- Managed prepaid cards system for successful implementation

Academic & Professional Credentials

MS Computer Information Systems Arab Academy for Banking and Financial Sciences (AABFS), Damascus, Syria	Feb 2007
High Diploma Computer Information Systems Arab Academy for Banking and Financial Sciences (AABFS), Damascus, Syria	July 2006
BS Computer Engineering University Of Balamand, Lebanon	June2002

Technical Strengths Summary

Certificates

- Oracle PL/SQL Developer Certified Associate
- Foundation Certificate in IT Service Management (ITIL Foundation) from OGC
- Project Management Professional (On Process)

Expert level knowledge and skills on:

- Oracle Database (SQL – PSQL)
- UNIX Scripting
- Jupiter Application for billing (Jupiter Solutions by KSCL)
- ISP pro Application for Internet service provider(ISP pro by DC soft)
- Oracle Forms & Reports 9i
- CBOSS (Billing and Customer Care, Roaming Management System & CRM)

Practitioner level knowledge and skills on:

- C++ Programming
- VB script, Visual Basic
- .Net

Soft Skills

Effective team player, creative hard worker, positive, ambitious, proactive, quick learner and self confidence

As a supervisor I believe that I should be pragmatic and I am strongly agree that by establishing an aim, planning what to do, and checking afterwards that you have achieved that aim.

Communication

- Ability to translate the vision and applied technology to the various stakeholders
- Effectively and persuasively can communicate at all audience level (executive, technical, etc.)
- Able to collect requirements, document specifications and define scope

Leadership

- Actively mentor and direct others
- Able to influence an organization down a path of change as well as be catalyst for change
- Self learner from lessons learned from experience

Strategy

- Strong project management, problems, solving and conflict resolutions skills
- Dominant in planning, monitoring and control of all aspects of the project and the motivation of all stakeholders to achieve the project objectives and complete the scope within specified time, cost and quality.