

BASSEM MAZLOUM

WEB PROGRAM MANAGER

CONTACT



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Windsor, ON

CAREER OBJECTIVE

Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Aiming to leverage my abilities to successfully fill the job vacancy at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EDUCATION

B.A In Graphic Design

Lebanese International University, Beirut

Computer Science

Wayne State University, Detroit

EXPERIENCE

Nov 2022 – Present

Information System Program Manager

Host Run, Ontario & Michigan

- Collaborate and communicate with clients to make sure goals are met and update project status.
- Collaborate with teams to ensure project status and minimize backlogged tasks.
- Streamline communication, risk management, and change management plans as required.
- Review and approve all WordPress website design and development work before it is delivered to the client.
- Manage risks when carrying out projects.

June 2022 – October 2022

Tech Analyst

CGI, Toronto, Ontario

- Produce resolutions 20% faster than KPI requirement.
- Develop and continuously seek opportunities for process improvement and efficiencies.
- Support coworkers with technical issues.

February 2010 – August 2021

System Administrator

OSTAR Holdings, Middle East

- Migrate to Office 365, Sharepoint, and Azure environment
- Automate back ups ensuring 99.9% data loss prevention.
- Provide onsite support and troubleshooting of network equipment.
- Develop, upgrade, and maintain systems to reach 90% of KPIs.
- Staying current on industry trends and developments.

SKILLS

- WordPress - HTML - PHP - Cybersecurity - Team Building – Azure - IT Operations – Customer Service - VPN - Vmware - Network Administration – Policies - Server Rooms - Office 365 - Apache - nginx - Adobe Suite - SharePoint - Microsoft Office