

SHAREL BASHOUR

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SUMMARY

Management Information Systems (MIS) graduate with expertise in systems analysis, database management, and IT solutions. Skilled in optimizing business processes, leveraging data-driven decision-making, and implementing enterprise systems to drive efficiency and growth. Proficient in aligning technology with business objectives in dynamic environments.

WORK EXPERIENCE

CUSTOMER SERVICE RECEPTIONIST, KIMANTRA SPA

JUL 2024 - PRESENT

- Implemented scheduling improvements to enhance therapist productivity and streamline appointment management.
- Refined front desk processes to create a more efficient and welcoming client experience.
- Collaborated with therapists and management to ensure high-quality service delivery within operational goals.

WEB DEVELOPMENT INTERN, SOFTFLOW

JUL 2024- SEP 2024

- Completed a Web Development Internship, supporting project lifecycles and ensuring timely deliverables.
- Collaborated with teams to align requirements and maintain project documentation.
- Developed organizational and communication skills for project coordination roles.

QUALITY ASSURANCE INTERN, SUPPY

NOV 2024 - DEC 2024

- Gained hands-on experience as a Quality Assurance Intern, executing test cases and identifying software defects.
 - Worked with cross-functional teams to improve system performance and ensure high-quality deliverables.
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EDUCATION

Bachelor of Science in Management Information Systems

Lebanese University ,Faculty Of Economical Sciences And Businesses Administration

- Expected Graduation :May 2025
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ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, Structural Analysis, Robotics and Automation, CAD
- **Languages:** English, Arabic, French
- **Interests:** Technology Integration, Business Process Optimization, Cross-Functional Collaboration, Data-Driven Decision-Making