MAZEN KASSEM

CONTACT

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TOOLS

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Windows, MAC iOS, Linux
Windows Server
C++, CSS, HTML5, JAVA, JAVA SCRIPT
LAN, WAN, VLAN, VPN, Wi-Fi, TCP/IP
Oracle, SQL, MY SQL
All Office versions
Adobe Dreamweaver, Adobe Edge Animate, Adobe illustrator
Open GL
Artificial intelligence
Hardware, Software (installation & updating)

LANGUAGES

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Proficient in French and English

EDUCATION

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2004 – 2007: Master's in Business Administration
> Business and Computer University Collège (BCU)

2001 – 2004: Computer Science
> Business and Computer University Collège (BCU)

2000 – 2001: Baccalaureate (General Science)

WORK EXPERIENCE

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2022 – Present: **<u>Web Specialist</u>**
Citizen Service Branch - Service Canada / Employment and Social Development Canada

- Experience in HTML5 to structure web page, creating easier and interactive websites by embedding video, audio, and graphics on the web page and making pages accessible for people with disabilities.
- Experience in using the Web Standards for the Government of Canada and the Web Content Accessibility Guidelines (WCAG 2.0).
- Knowledge of the Web Experience toolkits approve to be use by the government of Canada.
- Testing web pages using toolkits like NU HTML CHECKER, XENU LINKS SLEUTH and WEB EXPERIENCE TOOLKIT table validator.
- Managing the web page of Canada.ca on AEM application.
- Interpreting, analyzing document send by client and identify the content.
- Coding web pages using Dreamweaver and Notepad++.
- Using JIRA to track the progress of completion of task to keep management aware of the status of the request.
- Reporting to my manager though JIRA and Email.
- Communicating with client through JIRA, Email, and Microsoft Team.

2015 – Present:

Procurement & IT Project Manager

Andalos Headquarters – Montreal

IT Project Manager

Provide IT solutions and infrastructure to enhance employee and client experience.

Sage 300 Inventory Control Department:
- Creating and managing items' codes for all raw material and grocery products
- Integrating an automated ordering module
- Integrating a scanning barcode system for products transportation
- Implement a traceability module for production and quality control to meet the Canadian Food Inspection Agency requirements
- Maintain the Sage inventory system

Sage 300 Sales Department:
- Worked with the sales team to improve and implement process and drivers to place orders in our system.
- Created advanced Excel File (customer encrypted file) and module that can read the customer file and communicates with Sage 300 ordering level, which has increased efficiency and productivity

POS (Point of Sale) Store (L-BOSS):
- Managing the store POS system
- Manage inventory items for sale in the store within the POS system
- Provide regular IT updates and maintenance of the system
- Create reports and track updates and new system implementations.

Procurement Manager

Source goods and products. Work closely with financing department, operations department, and legal department. I ensure quality and compliance to standards. Built relations with giant suppliers such as: ADM Milling Company, AB Mauri, Rudolph 2000, Farinex and many more.

Responsibilities include, but not limited to:
- Determining of the quantity and quality of products to purchase
- Negotiate prices
- Ensure the proper execution of contracts
- Launch calls for tenders with suppliers
- Select the products that correspond to the needs of the company
- Collaborate with sales and production departments
- Ensure compliance with budgetary limits
- Manage and update inventory registers
- Record stock changes (purchases, sales)
- Resolve inventory discrepancies
- Review invoices and inventory reports
- Control and record stock transfers
- Produce inventory reports
- Inform purchasing staff of inventory discrepancies
- Manage the inventory program
- Enter inventory adjustments
- Participate in the development of the annual physical inventory

2012 – 2015:   ## Customer Service Agent

Andalos Headquarters – Montreal

- Coordinate purchases, products, and tracking
- Used an ordering management system
- Created sales orders

2009 – 2012:   ## IT Specialist

Collège Elite – Lebanon

- Website development
- Programming
- Software installations, updates and maintenance
- Working with different types of networks (LAN and WAN)

2007 – 2009:   ## Customer Service Agent

Société Boutique KHALIL – Ivory Coast - Africa

- Working with order management system
- Performing various accounting duties
- Performing billing tasks

2005 – 2007:   ## Accounting

- Performed billing and accounting tasks