

NOUR LAKISS

- Bucharest, Romania
729521
- 0730935618
- lakissnour@gmail.com

Summary

Results-driven Quality Program Manager with extensive experience in the machine learning industry, leveraging a deep understanding of business operations and advanced quality management principles to drive continuous improvement and operational excellence. Skilled in implementing machine learning best practices and leading cross-functional teams to achieve strategic objectives. Adept at identifying opportunities for process optimization, model accuracy improvements, and ensuring high standards of quality and efficiency across all ML operations.

Experience

Quality Program Manager I – Machine Learning

Amazon, Alexa Data Services | Bucharest, Romania | June 2022 - Current

- Serve as the expert on quality standards
- Design methods to evaluate and measure performance
- Partnership with Vendor and Internal Managers to monitor trends in quality and implement strategies for performance maintenance and improvement
- Collaborated with Learning and Development teams to suggest new training materials.
- Served as the lead facilitator for calibrations, guaranteeing alignment with established scoring methods.
- Managed and developed a high performing team of Quality Auditors to meet agreed objectives and enable continuous improvements
- Identified customer pain points, QA audits, social feedback, and performance trends.

Process Expert – Machine Learning

Amazon, Alexa Data Services | Bucharest, Romania | December 2021 - June 2022

- Evaluated team performance and assisted in developing and executing experimental projects, conducting various tasks and gathering data for multiple ML workflows
- Assisted in the onboarding of new tools and processes.
- Managed the development of work type strategy focused on metrics and performance.
- Managed KPI's metrics through workflow management.
- Responsible for enhancing and recreating mechanisms across EMEA

Senior Data Analyst – Machine Learning

Amazon, Alexa Data Services | Bucharest, Romania | March 2020 - November 2021

- Work on different types of data with the highest standards and quality at scale Perform daily data analysis to meet the required success rate Provide feedback and report issues to the development team Provide coaching for data associates Review KPIs, perform RCAs & PTGs and conduct one-on-one meetings Provide upskilling & best practices sharing for low performers Perform "Deep Dive" analysis and WBR callouts Supporting the Top management in different tasks and projects Main contributor in AMM site launch & AR-SA expansion

Data Analyst – Machine Learning

Amazon, Alexa Data Services | Bucharest, Romania | June 2017 - March 2020

- Maintained strict confidentiality and followed all applicable Amazon policies for securing confidential information.
- Transcribed and annotated high priority documents.
- Translated established guidelines into daily work practices and prioritized data processing.
- Delivered high-quality projects within specified deadlines.
- Accomplished goals independently and effectively.
- Enhanced operations by streamlining processes to minimize handling time and enhance output.
- Analysed large datasets to identify trends, anomalies, and opportunities for business improvements.
- Collaborated with cross-functional teams to define data requirements and deliver actionable insights.
- Streamlined data collection methodologies, reducing time spent on data entry and increasing data quality.
- Prepared detailed reports summarising findings from data analyses, highlighting key recommendations for strategic planning.
- Facilitated the integration of external data sources to enrich internal datasets and provide comprehensive insights.

Marketing Specialist –SEO Link Builder

Red Mountain Management | Bucharest, Romania, Romania | April 2016 - April 2017

- Efficiently oversaw end-to-end management of link building initiatives including strategy development, coordination, execution, monitoring and analysis
- Established connections with website and blog owners to distribute our compelling content across multiple platforms
- Collaborated with multidisciplinary teams to complete large-scale construction projects.
- Erected structures following clients' specifications and directions.
- Planned and executed work with correct tools, materials and equipment to maximise efficiency and finish jobs on time.
- Recorded completed projects accurately and in line with company procedures.
- Optimized link placement rates through effective and consistent communication via email and social media; Constantly provided new tactics and ideas to the team, staying up-to-date with new marketing strategies; Utilized various software to track website traffic

- Collaborated across departments to translate social media content, organize ecommerce platform data, and provide prompt customer service support.
- Progressed appraisals and approvals for prospective development land by following up on applications.
- Liaised with clients throughout the construction process, offering updates and incorporating feedback.

Freelancer – Forex

Profit Point | Bucharest, Romania, Romania | February 2011 - November 2015

- Demonstrated expertise in trading stocks and actions while managing risks in the forex market
- Participated in regular training sessions to enhance understanding of forex products and improve customer service skills.
- Developed strong relationships with repeat clients, recognising their preferences and ensuring personalised service.
- Offered tailored advice on currency trends and international money transfer options to meet diverse client needs.
- Maintained up-to-date knowledge of global financial markets, ensuring relevant and timely information was provided to customers.
- Monitored fluctuating currency exchange rates closely, advising customers on optimal times for transactions.
- Assisted in auditing forex transactions and reports, ensuring compliance with financial regulations and company policies.
- Delivered detailed daily reports on currency transactions, discrepancies, and customer feedback to management.
- Enhanced customer satisfaction through prompt and accurate transaction processing, building a loyal customer base.
- Confidently advised customers on foreign exchange enquiries based on up-to-date market knowledge.
- Formulated and submitted reports to relay weekly sales transactions, statistics and summary of data.
- Developed strong relationships with customers by delivering exceptional service and understanding their exchange needs.
- Engaged with customers to identify additional service opportunities, increasing sales of related financial products.
- Resolved complex customer complaints regarding foreign exchange services, restoring confidence in company offerings.
- Streamlined currency ordering and inventory processes, minimising shortages and overages.

Internship (Office Job)

Orfeas Real Estate | Bucharest, Romania, Romania | May 2015 - July 2015

- Practiced for the end-of-study project 'Orfeas real estate online communication.'
- Entered digital data with precision into databases
- Organized forms, archived files and prepared reports
- Enhanced understanding of customers' needs and preferences through effective communication
- Facilitated buyer's purchase offers
- Implemented optimized e-marketing plan resulting in increased sales

- Conducted market research to support project initiatives, compiling and analysing data for team review.
- Participated in brainstorming sessions, offering innovative ideas for project improvements and problem-solving.
- Collaborated with management and team members on end-to-end project needs, organising materials, facilitating communication and proofreading work.

Executive Assistant

Niceprice Fashion Style | Constanța, Romania, Romania | January 2014 - January 2015

- Generated detailed expense reports and requests for fixed assets.
 - Managed office supplies procurement and distribution within allocated budget
 - Facilitated seamless integration between financial services, data processing and marketing
 - Manage office equipment, suppliers, maintenance and attend the annual recommendations concerning the budget.
 - Implemented and maintained filing systems, ensuring efficient organisation and retrieval of documents.
 - Monitored inventory of office supplies and placed orders when necessary to avoid disruptions.
 - Provided support for special projects as assigned by executives, contributing to the achievement of company objectives.
 - Prepared reports, presentations, and briefs to support decision-making processes for leadership teams.
 - Conducted research and compiled data to assist executives with strategic planning and project management.
 - Controlled access to executives by screening, redirecting, and responding to incoming correspondence to maintain confidentiality.
 - Developed and maintained administrative processes to improve efficiency and support executive team productivity.
-

Skills

- Quality Program Management in ML
 - Process Improvement and Quality Management
 - Strategic Planning and Execution
 - Analytical and Problem-Solving Skills
 - Product Management and Quality Programs
 - Quality Program Supervision in Machine Learning
 - Customer Service and Quality Oversight
 - Root Cause Analysis
 - Lean Six Sigma Management
 - Test Plan Development
 - Quality control procedures
 - Effective Communication and Negotiation
 - Project and Program Management
 - Sustainability initiatives
-

Education

P.h.D candidate: Finance

Academy of Economic Studies (ASE) | Bucharest | 2024

Master Entrepreneurship and Business administration: Entrepreneuriat & Business Administration

Academy of Economic Studies (ASE) | Bucharest | 2015

Bachelor Marketing and Management

Academy of Economic Studies and Business Administration | Beirut | 2004

Languages

English: C2



Proficient

French: C2



Proficient

Arabic: C2



Proficient

Romanian: B2



Upper Intermediate

Signature:

Date:20/09/2024