

CHARBEL EL-KHAISSI

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CAREER OVERVIEW

I am an experienced professional with a diverse background in academic, commercial and public sectors. I have demonstrated capabilities in different project management methodologies for multiple, complex projects within aggressive time frames. I led and managed a portfolio of large-scale linguistic projects for established government clients and global-tech giants, which supported artificial intelligence programs. I have also demonstrated experience in solution-oriented research, technical computer programming skills and the ability to transform complex bodies of information into professionally-designed and well-written reports. I have extensive experience in internal and external stakeholder engagement and conduct all activities with integrity, accountability and confidentiality.

MAIN SKILLS

- Report writing and documentation
- Onboarding and training
- Research
- Strategic advice
- Project management (waterfall, agile, scrum)
- Process improvement
- Large-scale data collection
- Data management & processing
- SLA drafting
- Quality assessment
- Tool testing
- Stakeholder and vendor management

EDUCATION HIGHLIGHTS

The University of Canberra

MBA (Innovation/Leadership) | 2019 - present

- **Industry project:**
ACT Department of Education & Training (DET)
- RFS: a research report outlining processes for project based workflow management
- Including but not limited to agile methodological templates.
- A demonstration for how workflows can accommodate flexible and part-time work arrangements.

La Trobe University

BA (Honours) | 2012 - 2015

The Australian National University

MA (Linguistics, Arabic) | 2017-2018

PROFESSIONAL EXPERIENCE

Senior Project Officer

Pearson/NSW Department of Education

Pearson education group is the world's leading learning company and education business.

Apr 2019 - Jun 2019

I led the end-to-end operations and management of the National Assessment Program - Literacy and Numeracy in consortium with the NSW Department of Education and the Australian Curriculum, Assessment and Reporting Authority (ACARA).

- Managed the early inception and initiation of projects with business owners
- Ensured change management activities are integrated into project plans.
- Stakeholder management of local teams, national and local government stakeholders and 3rd party companies.
- Developed comprehensive launch plans, including logistics and operational management.
- Completed onsite operational management and client engagement
- Consulted closely with IT infrastructure specialists
- Provided insight and leadership on improved workflow practices
- Large-scale onboarding and training of ~500 teaching professionals
- Ongoing data management, processing and delivery
- Resource creation and report writing

Portfolio Manager

Dec 2015 - Mar 2019

Appen

Appen is a global leader in the development of high-quality, human-annotated training data for machine learning and artificial intelligence

I led and managed a \$1 million portfolio of large-scale linguistic projects, and operated as a Business Owner for the Translation Department to represent its vested interests in Appen product development.

- Autonomously planned and managed projects to quality, time and budget
- Managed client relationships through weekly meetings and regular reporting
- Acted as an inter-departmental consultant for process improvement projects.
- Onboarded and trained a virtual team of consultants
- Prepared guidelines, training materials and tools, aligned to client specifications
- Completed project budgeting
- Provided operational input to the Business Development and IT team.
- Undertook end-of-month WIP tracking
- Invoiced clients and managed bulk POs
- Drafted SLAs and managed project performance against their contractual obligations
- Completed QBR internal and client reporting
- Improved and created process documentation
- Conducted script generation and data packaging

Researcher

Mar 2017 - Nov 2018

The Australian National University

A national research university ranked 1st in Australia and the whole of Oceania,

I joined the "Sydney Speaks" research project funded by the Australian Research Council in partnership with the Centre of Excellence for the Dynamics of Language. This project documented Australian English within the framework of variationist sociolinguistics and examined variation in phonetics, grammar and discourse.

- Autonomously transcribed sensitive recordings in multiple specialised linguistic softwares.
- Applied transcription conventions following strict research frameworks.
- Conducted in-depth data analysis and excellent academic writing abilities.
- Applied statistical modelling to large corpus
- Prepared findings using data visualisation tools
- Presented findings of research activity at research conferences.
- Self-automated data annotation
- Applied advanced knowledge of English grammar/syntax.
- Preprocessed materials in preparation for project implementation.

Sessional/Casual Academic

The Australian National University

A national research university ranked 1st in Australia and the whole of Oceania,

I joined the School of Literature, Languages and Linguistics as a sessional Academic tutor for first-year, undergraduate linguistic courses.

- Prepared for and delivered weekly tutorial lessons to undergraduate students to an appropriate standard of teaching and professionalism.
- Inspired active and evidence-based learning in classes.
- Managed online university learning platform and student queries and concerns (e.g. extensions, grade contests)
- Assessed essay and examination items consistently across groups, and in accordance with guidelines.
- Conducted work professionally at all times with excellent self-presentation
- Communicated orally with articulation, clarity and engagement

CERTIFICATIONS & LICENSES

Sign Language Course 1

The Deaf Society | 2018

Full Driver's License (Manual)

Access Canberra

Working with Vulnerable People Registration

Access Canberra

Advanced English Syntax

Leiden University, Netherlands | 2018

First Aid Certificate

St. John's First Aid Training | 2015

VOLUNTARY SERVICES

Linguistic Consultant, Australian National Centre for the Public Awareness of Science (CPAS)

Logo designer, Australian National University's Sign Language Collective

Executive Committee Member, Australian National University's Student Research Conference

Examination Assessor, The Australian Computational and Linguistic Olympiad

Community Aide, Ltyente Apurte Aboriginal Community, Northern Territory