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Curriculum Vitae

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Studies

- 2010-2011: Master 2 in Web Development – Lebanese University - Faculty of Science I - Hadath
- 2006-2008: Master 1 in Computer Science – Lebanese University - Faculty of Science II - Fanar
- 2004-2006: DEUG in Mathematics – Lebanese University - Faculty of Science II - Fanar
- 2004: Lebanese Baccalaureate SV (Life Science)
- 2004: French Baccalaureate Science Series – Mathematics Specialty – Sainte Famille Française Jounieh School

Technical Skills

- OS: Windows, UNIX (Linux, Knoppix)
- Programming: Assembler, C/C++, LISP, PL/SQL, MS Dynamics C/AL, VB 6.0 / .NET, C#.NET, Java, X++
- Web: HTML, JavaScript, jQuery, CSS, Bootstrap, Silverlight, AJAX, XML, PHP, CakePHP, ASP.NET / MVC
- Databases: Microsoft Access, Oracle, MySQL, SQL Server
- Development tools: Borland C++, Microsoft Visual Studio 6.0 / .NET, Sun Eclipse, Zen Studio
- Project Management: AMC Designer, Microsoft Office Project 2003/2008
- Software / Products: Apache, IIS, MATLAB, Microsoft Visual SourceSafe, Team Foundation Server, Microsoft Dynamics Navision version 3.7 to NAV 2009 SP1, Microsoft SharePoint (MOSS 2007, WSS 3.0, SharePoint 2010), CRM 4.0, Microsoft Dynamics CRM 2011/2013/2015/2016/Dynamics 365, Microsoft Dynamics AX 2012 R2, Dynamics 365 for Operations, Dynamics 365 Retail Modern POS
- Certifications:
 - October 2014: MS - Microsoft Dynamics Customization and Configuration in CRM 2013
 - August 2014: MS - Microsoft Dynamics Deployment in CRM 2013
 - May 2013: MCTS - Microsoft Dynamics CRM 2011 Applications
 - February 2013: MCTS - Microsoft Dynamics CRM 2011 Customization and Configuration
 - December 2011: MCITP - SharePoint Administrator 2010
- Trainings:

- November to December 2018: Autumn School on Sustainable Tourism NEST Project (Network of Education in Sustainable Tourism) – University of Bologna, Italy
- December 2013: CRM 2013 – Microsoft Dynamics CRM Enterprise Academy Advanced Development at Microsoft, Istanbul, Turkey (USSM026)
- July 2009: LS Retail 5 (POS) – Setup, Management and Programming
- Other: Analytical mathematics, probability, numerical algorithm, data structure, operational research, system architecture, Merise/UML methods, artificial intelligence, performance optimization, project management, Windows Workflow Foundation (WF), Windows services, Web services, WCF, SOAP, REST/ODATA, Web API, C# NUnit Test, SSRS, Crystal Reports, Stimulsoft Reports, Impersonation, Kerberos and Delegation in Web applications, Design of Wireframes using Visio stencils, WiX Installer (configuration and development)

Work Experience

- Senior CRM / Dynamics 365 Consultant at [Fresh Sal](#), Beirut, Lebanon – July 2017 to Present:
 - Main activities include analysis, customization, solution architecture, application development, deployment, consultancy and project leading on CRM 2011/2013/Dynamics 365 on-premises and in the cloud.
 - Additional proficiencies: Dynamics 365 Online Portals, Voice of the Customer Services, Advanced Service and Sales processes, Field Service, Integration with ERP Systems, R&D, Dynamics 365 Presales / Demos
 - Projects mainly for manufacturing, retail, fashion, compound and resort companies in Lebanon and Gulf
- Senior CRM Specialist, Software Engineer and Project Leader at [Netiks International Sal](#) (Global E-Business Provider – Gold Certified Microsoft Partner), Hazmieh, Lebanon – November 2012 to July 2017:
 - Microsoft Dynamics CRM 4.0, CRM 2011/ 2013/2015/2016/Dynamics 365 on-premises and in the cloud / Analysis, Customization, Development, Installation, Consultancy/Support and Administration of CRM Modules (Marketing, sales and service), CRM Security and Business Management, CRM Portals, Adxstudio/Dynamics 365 Portals, CRM Workflows and automated emails / SMS, C#.NET programming, Resco Mobile CRM, Web API, SOAP/REST/ODATA Web services, WCF Services, SQL Server Reporting Services, Business Analysis, Functional Design and R&D
 - CRM Installation and Configuration + demo presentations for different subjects (new interface, new features, new technical enhancements, roadmap for upgrade, development guidelines, UII CTI solution, Unified Service Desk for call centers and customer service)
 - CRM Upgrade (from CRM 4.0 to CRM 2011, from CRM 2011 to CRM 2013/2015/Dynamics 365)
 - Business Process Flows and Service Management (SLA and routing) for insurance and banking fields
 - CRM Integrated View Product – Development and Implementation (Web application for communication between CRM database and external databases, with powerful and secured search, view and grid navigation)

- Development of C# custom WF activities, Plugins, and applications, such as ASP.NET Advanced CRM Custom Search, CRM Migration, CRM Live Integration, Audit History, Weekly Tasks, Customer Quote Cloning Application and Barcode Scanning Module for Cards Check-In /Check-Out/Customer Delivery
 - Preparing Project FDD, SRS, Installation Guide and Technical Design Documentation
 - Providing CRM trainings for internal CRM team and for customers' CRM users and administrators
 - Projects mainly for AMEX Saudi Arabia Limited (American Express), GlobeMed, AXA Insurance, Bank Of Beirut, BEMO Bank (Private Banking, Corporate Banking and Financial Institutions), FNB Bank (Customer Opening, KYC, FATCA Management, Financial Information, Sales Recommendations, Marketing Module), Bankmed (Bank Treasury Customers), ACTVET (Abu Dhabi Education System), Kinan (Real Estate System)
- Software Engineer at [EVER East Med Sal](#) (Enterprise Content Management ECM Software Solutions Provider), Sin El Fil, Lebanon – August 2011 to September 2012:
 - MOSS 2007 / SharePoint 2010 and EverSuite Products specialist (ES-Case Management, ES-Content Management, ES-DMS, ES-CTS, ES-HVS, and ES-CMS)
 - Web Applications Development with Microsoft Technologies (.Net Framework, Databases, SharePoint)
 - On-site development and implementation/go-live for MoFA archiving project, mission in Doha, Qatar, from April 16th, 2012 to May 31th, 2012
 - Lead development of Qatar Ministry of Foreign Affairs (MoFA) - Correspondence Tracking System (ES-CTS) and Document Management System (ES-DMS) + Dynamic Backend OCR, using C#.NET, WCF, EverSuite.NET, ASP.NET, SharePoint 2010 and ExtJS controls
 - Design and development of the Web EverSuite High Volume Scanning (Web ES-HVS) product, using C#.NET, ASP.NET, and ExtJS controls
 - ERP Software Developer at [Megatek Sarl](#), Jounieh, Lebanon – March 2008 to October 2010:

Job responsibilities and experience fields in MS Dynamics Navision include the following:

 - Programming in the different ERP software modules using C/AL: Financial management, accounting, stock, purchases and sales, production, retail, points of sale, HR, payroll, for Lebanese and foreign customers, including ADMIC/Galleries Lafayette (On-site development and support for go-live), Porsche Center/Design, Khoury Home, LibanPost, BestSeller, Elie SAAB, Moulin D'or, Kurban Travel/Tours in Lebanon and UAE, Red Cross, Taghziyah, Kettaneh Construction, Alumco, Beam International, Liban Cables
 - MS Dynamics Navision customization according to customers' requirements
 - Data migration and reports development for the different software modules
 - Native/SQL database control and maintenance, and customer support
 - Training at [COMMAS](#) (Computer Management Solution) Sarl, Zouk Mikael, Lebanon – July 2007 (1 month):

Development of a doctors' application, using VB.NET and SQL Server 2000 database, with the following features:

- Management of patients, clinic visits, exams and doctor's schedule, generation of statistics and Crystal reports.

University / Side Projects

- Full Stack / Web Development Project - Vamos-todos.com – July 2018:
Front-end / back-end development and consulting of website <https://www.vamos-todos.com>, requirements gathering and analysis for a dynamic website, website hosting, installation / support, new responsive design creation, with secure back-office / SSL.
- Social Media and Communication Manager for Vamos Todos NGO – September 2016 to Present:
 - Responsible of the Social Media of Vamos Todos
 - Helping to advance Vamos Todos ecotourism excursions and ethics through multiple communication channels
- Master 2 Web Development Project for EVER East Med Sal, Sin El Fil – December 2010 to July 2011 (8 months):
EverSuite.NET Correspondence Tracking System (ES-CTS): Email Management – Document Viewing Module for Motorways of Morocco,
 - Microsoft Office SharePoint Server 2007 Administration
 - Workflow Foundation (WF): Development of sequential and state machine workflows solutions with External Data Exchange, persistence and tracking services in C# using Visual Studio 2010 and SQL Server 2005
 - Microsoft Customer Care Framework (CCF 2009) installation/configuration and development
 - Working with Coolite and Ext.NET toolkits of ASP.NET/AJAX Web Components
 - Development of a scanning ASP.NET Web interface using Dynamic Web Twain functions
 - Implementation of the Atalasoft server-side document viewer to mainly enable document annotating and OCR
- Master 1 Final Project made for NetDesignPlus Sarl, Jal El Dib – March to June 2008 (3 months):
Secure PHP Mailing List System, including email follow-up, email sending scheduling, tracking, subscriber statistics, template customization.
 - Languages: PHP / CakePHP Framework, HTML, JavaScript and AJAX
 - Software / DB: Zen Studio, MySQL 5.0.45 Database on Apache 2.2.6 Web Server
- Artificial Neural Network programming for Language Detection purpose, using the Back-Propagation method in the subject of Artificial Intelligence course – December 2007
- Management of Municipal Media Library, using Oracle with PL/SQL – 3rd year of Computer Science – May 2007

Languages

- Native language: Arabic
- Languages: French, English (both very good knowledge and fluent)

Interests

Music, reading, writing, website development, hiking, swimming, basketball, ping-pong