FARESS SLEIMAN
Senior Applications Consultant

📍 **BEIRUT** 📞 **+961-303-0976** ✉ **FARESS.SLEIMAN@GMAIL.COM**
in **WWW.LINKEDIN.COM/IN/FSLEIMAN**

SUMMARY

An experienced IT professional with over 13 years of Pre-Sales, Stakeholders Management, Channel Management, Project Execution/Management, Process, Customer Service and Competence Development in different industries with Oracle Cloud Financial, Travel & Tourism, Healthcare IT and Process implementations.

CORE COMPETENCIES

- Strategic Planning
- Solution Selling
- Operational Excellence
- Relationship Building
- Pre-Sales
- Business Process Analysis

- Communication
- Resource Allocation
- Competitive Intelligence
- Team Leadership
- Stakeholders Management
- Site Technical Audit

- Customer & Staff Relations
- Product Education
- Research & Analysis
- Project Management
- Process Improvements
- Change Management

PROFESSIONAL EXPERIENCE

SENIOR APPLICATIONS CONSULTANT
IT ENGINEERING & CONSULTING (ITEC)
2017 - PRESENT

Oracle Cloud Financials Implementation
- Evaluate customer goals and challenges to map solutions accordingly
- Provide on-going pre-sales technical support to enterprise customers including training, evaluation management and best practices consulting
- Conduct product demonstrations, technical sales calls and guide customers through product evaluations.
- Deliver consulting assignments including customer implementations and architecture consulting
- Design and scope solution and consulting engagements based on customer technical and business requirements
- Provide technical guidance including verbal and written response to inquiries concerning products, usage, and best practices
- Sustain strong technical and consultative relationships with strategic customers

IT MANAGER
ESCALES INTERNATIONAL
2016 - 2017

Online Travel & Tourism:
- Evaluated multiple vendors based on price, quality, and speed of delivery
- Planned, organized, controlled and evaluated IT and electronic data operations
- Developed, and implemented systems, policies, and procedures
- Ensured security of data, network access, and backup systems
- Conducted internal system audits to identify needed modifications to organizational policy
- Preserved assets, information security and control structures
- Handled annual budget and ensure cost effectiveness
- Procured, planned, and executed the Online Travel booking system and integrated it with accounting system
- Coordinated with stakeholders to integrate services (XML provider, Channel managers, and service providers) to provide customers with an end-to-end system

MENA SERVICE ENGINEER HCIT & EAGM DEMO SYSTEM CHAMPION
GE HEALTHCARE IT
2010 - 2016

Pre-Sales:

- Collaborated with Partners to position packaged solution offerings and shorten the sales cycles, resulting in a target achievement of 3 Million USD
- Validated mega deals (10M plus USD), including Solution Architecture (Hardware and Software) for Public (Saudi, Kuwait, Egypt, Qatar) and Private (Middle East and North Africa) deals and created demo systems according to the deal requirements
- Assessed existing systems installed to provide recommendations on hardware warranty (servers and storage) and serviceability of the software (Operating systems and GE software)
- Leveraged upselling and cross-selling opportunities, taking in consideration End of Life and End of Support for all the Products valued 4Million AED per annum
- Established solid experience in the UAE enterprise IT market, including close relationships with customers and partners

Channel Management (Indirect Market):

- Provided Lebanon's GE distributor with technical guidance on upselling, cross-selling, and servicing the top 3 hospitals in Lebanon

Corporate Audit Staff (1 month accelerator program):

- Joined CAS to restructure GE Global Network and Secured Zones Project as an IT Auditor within Change Management for Secured Data Centers

Project Management:

- Created and led Multimodalities R&D Demo Systems by coordinating with multidisciplinary team members, resulting in a fully integrated demo system showcasing all GEHC latest products
- Empowered and trained Sales team on the needed tools to highlight the latest features and benefits of products to solidify GE presence exhibitions across Russia, Turkey, Middle East and Africa (Dubai Arab Health, Turkey HIMSS, Saudi HIMS, Saudi e-Health, Africa Health)

Project Implementation:

- Installed, upgraded, and serviced integrated medical systems and modalities worth 5 Million USD yearly across over 20 different leading hospitals across the Middle East.
- Set and enforced high standards for quality resulting in an average of a 9.5/10 customer service rating.
- Communicated virtually with European-based colleagues to share expertise and develop customer solutions whilst reducing costs, increasing response speed by 40% and reducing cost by 20% in 90% of the cases

Process creation and enhancements:
- Initiated the Training academy to provide training classrooms for GE service engineers and application specialists, as well as GE distributors and customers which reduced training cost by 50%

SYSTEM ANALYST
SPECIALIZED MEDICAL CENTER HOSPITAL
2009 - 2009

Process creation and enhancements:
- Created and implemented comprehensive workflow policies and procedures to optimize the efficiency of fixed asset management system cycles worth 50 million Saudi Riyals
- Redesigned the procurement cycle to a completely paperless cycle
- Coordinated with various stakeholders to design, formulate, develop and train end-users on a new hospital discharge summary system
- Designed and formulated a statistical reporting system to monitor the level of nurse staff compliance for patient safety programs

I.T. PROGRAMMER
SPECIALIZED MEDICAL CENTER HOSPITAL
2007 - 2008

Project Implementation:
- Led a successful implementation of an integrated procurement system and assets management system with the Hospital Information System (HIS) to reflect the financial impact in the General Ledger (GL) of all transactions (purchases, depreciation, consumption warehousing and stock management, write off etc.)

ASSISTANT MANAGER
BYBLOS INSTITUTE
2004 - 2007

Learning and Development:

- Taught computer literacy teaching hardware, software MS Office Programing Algorithm and Database foundation to Technical Secondary School students
- Supervised university-level first-stage students completing new technology research reports to be provided for the official state exams in Lebanon.

💬 LANGUAGES

Native Arabic	Fluent English	Basic French

📖 EDUCATION

BACHELOR OF SCIENCE
C&E AMERICAN UNIVERSITY
2002 - 2006

COMPUTER SCIENCE

SUPERIOR TECHNICIAN DIPLOMA (T.S).
BYBLOS INSTITUTE
2001 - 2004

MANAGEMENT INFORMATION SYSTEM

TECHNICAL BACCALAUREATE DIPLOMA B.T
DAR EL SADAKA
1996 - 1999

ELECTRONICS

📜 CERTIFICATIONS

VSPHERE 5.5
HP TRAINING CENTER GERMANY-BOEBLINGEN
2015

This five-day course features intensive hands-on training that focuses on installing, configuring, and managing VMware vSphere® 5.5, which includes VMware ESXi™ 5.5 and VMware vCenter Server® 5.5.

FOUNDATION OF LEADERSHIP (FOL)
GE CROTONVILLE
2014

This course lays out the foundation for a series of leadership training courses

ITIL® V3 FOUNDATION
QUINT GROUP
2011

ITIL, **(Information Technology Infrastructure Library)**, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. ... It is used to demonstrate compliance and to measure improvement.

💬 TECHNOLOGICAL PROFICIENCIES

- Oracle Fusion Cloud Financials
- Radiology Information System
- Cardiology Information System

- Business Process Analysis
- vSphere® 5.5
- ESXi™ 5.5

- PACS
- HL7
- MS Office