RABIH NAHAS

Team Leader, Solution Architect

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Beirut, Lebanon

My objective is to obtain a position in a professional environment where my skills are valued and can benefit the organization. Ideally, I wish to have a focus in cloud technologies for a large organization preferably dealing in deploying and developing Mobile Applications, CRM and ERP systems.

Education

2012 **Masters in Business Administration-Management Information Systems**

University Bordeaux, France

2010 **BS. in Management Information Systems**

La Sagesse University, Lebanon

Skills

- CRM: Microsoft Dynamics CRM, CRM Online, CRM on Azure, Sugar CRM
- NAV ERP: Microsoft Dynamics NAV(Application, Customization, Development)
- RDMS: MS SQL Server (2005,2008,2012), My SQL, SQL on Azure
- Web Technology: JSon, JQuery, HTML 5, JAVASCRIPT, CSS, IIS, Apache
- Mobile: Android Studio, Intel XDK, Siberian CMS, Cordova hybrid apps
- Development Tools: Visual Studio(2008,2010,2012), Dream Weaver, Adobe Flash
- Integration: Microsoft Connector, scribe, SSIS, ASMX, WCF
- Languages: C#(2.0,3.0,4.5), VB.net(2.0,3.5), PHP, JAVA(basic)
- Open Source: Joomla CMS, Webmin Unix administration, PHP BB forums, WordPress Blog, Sugar CRM, Nopcommerce, SignalR. Intel XDK and Siberian mobile CMS.

Certifications

- Managing Microsoft Dynamics Implementations (Sure Steps), July 2015
- Microsoft Dynamics CRM Customization and Configuration, August 2013
- Microsoft Dynamics CRM Installation and Configuration, May 2011

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Experience

Team Leader, Holcom - ITG, Lebanon   April 2016 to Present

- Managing a team of 8 technical staff.
- Responsible for costing, and planning projects
- Maintaining and completing project key performance indicators
- Writing detailed and summarized project progress report
- Tracking activities against the project scope
- Organizing and facilitating project steering committees meeting.
- Responsible to deliver the production system and train the administrators
- Requirement gathering / workshop meetings
- Propose solutions based on the gathered requirements / prepare design documents
- Implement Microsoft Dynamics Products.
- Microsoft on Azure implementation
- Train users to use Microsoft Dynamic CRM.
- Debugging, reuse, source code management and release management.
- Meeting clients and take requirements.
- Develop libraries and functions to be used by the team.
- Having excellent time management and communication skills.
- Integration between systems, fail over / load balancing configurations.

Technical Manager, Integrated Business Solutions - Beirut, Lebanon   2010 to 2016

- Managing a team of 5 technical staff.
- Tracking activities against the project scope.
- Organizing and facilitating project steering committees meeting.
- Responsible to deliver the production system and train the administrators.
- Requirement gathering / workshop meetings.
- Propose solutions based on the gathered requirements / prepare design documents
- Implement Microsoft Dynamics Products.
- Microsoft CRM Online & Microsoft on Azure implementation.
- Designing and specifying medium and large software systems based on Microsoft Dynamics CRM.
- Development of web based interface for Microsoft products for better user experience.
- Extending CRM platform by implementing custom activities, plugins and web services.
- Train users to use Microsoft Dynamic CRM.
- Debugging, reuse, source code management and release management.
- Meeting clients and take requirements.
- Strengthening the CRM solutions through to implementing new technologies.
- Develop libraries and functions to be used by the team.
- Having excellent time management and communication skills.
- Integration between systems, fail over / load balancing configurations.
- Dynamics ERP AX and NAV setup environment and reporting.

Internship, I.C.C - Beirut, Lebanon   **2009**

- ▸ Install and maintain Microsoft SQL databases.
- ▸ Implementation of new services and applications using the C# programming language.

Projects

Emergency Dispatch System, Lebanon

Implementation of a Dispatch system based on the built-in Call Center module of the XRM platform. Manage ambulances and missions using android and IPad tablets.

Trade Insurance, Kenya

Implementing Microsoft Dynamics CRM / SharePoint platform for a full a credit insurance system.

CRM for Telecom, Lebanon

Implementing operations support system (OSS) using Microsoft Dynamics CRM / SharePoint platforms

Human Resource, Lebanon

Developed a full Human Resource system for Red Cross to manage employees and volunteers.

Bank Trade Insurance, Qatar

The system was developed on top of Microsoft Dynamics CRM / NAV /SharePoint platform for a full Credit Insurance system.

Sales & Services for Digital Media, Lebanon

Implementation of the sales process for multiple units using the cloud services and office 365.

References

Available Upon Request