

CV



Name Raed Mahmoud Mansour
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Objective

- Seeking employment in a challenging and work-friendly environment that will allow me to experience the practical aspects of my field, develop my competences and make best use of my communication skills and my ability to learn quickly and efficiently
- Customers Satisfaction.

Professional Experience: ➤

SETS (DELL Lebanon):

Senior Product Consultant from 01-01-2016 till now

Senior Customer Support Officer from 01-01-2008 till 01-01-2016.

Customer Support / Developer from February 2003 Till August 2007

Software Analyst Programmer since June 2000 till January 2003

Projects:

Time1.0 , wintime2.0 , Wintime3.0 , Vconnect ,webforce, People365 Time & foundation , Winpay3.0 Advanced , People365 Payroll , CRM

Time Attendance Utilities :

FingerLanIII , FingerLanIV , WHVB , PNETG , FS_HOST , SEND Ret .

Time Attendance Hardware:

TouchLockII , ,TBS,V20 , Promag , BioTouch , Hand Punch , Hand key , MorphoAccess , Sagem.

Lebanese Projects & Experience:

N.B: Wintime3.0 (Installation, Training, Assistance) for The OMSAR Government Project (All Ministries in Lebanon and all Municipalities)

Time Attendance Projects Implementation:

Banks : BIT , BLC , LGB , FNB ,Al Jammal Bank , Fransa Bank,LSB,Bank Al Ahli, Bank of Baghdad , FFA ,NBK Al Baraka

Universities : AUB , LAU

Restaurants : Roadster , Republic

Hotels : Phoenicia , Vendome , Comodore , Monroe , Moevenpick

Hospitals : CHN , Al Rahma , AUH ,Al Shifaa , Haykal , Al Hariri University

Other companies : MEA , INDEVCO,MTM, Makassed ,...

Regional Experience:

Workforce3.0 Advanced (Installation, Training, Assistance): Multi projects in: Qatar, Sudan, Dubai,KSA, Abu Dhabi, Kuwait ,Jordan ,Bahrain, EGYPT,Oman
People 365 installation and Training for ex.

TVTC and SFC In KSA

TECOM and GMC UAE

Al khaliji Bank Qatar

Management skills:

- “ Service Excellence & Problem Solving & Stress Communication” for three days presented by Dr. Abdo Bardawil on Friday 06th & Saturday 07th & Friday 13th of November 2009.
- 80294-Microsoft dynamics CRM 2011 Customization and configuration Wednesday , November 06,2013

- Determining the clients' requirements.
- Preparing commercial proposals and client agreements.
- Met with clients, monitoring and reporting progress

Education Background: :

- Teaching Diploma In Computer Science (Maitrise d' Informatique)
16/03/1999
- From The Faculty of Science of the Lebanese University SectionII (Fanar)
- July 1994: Lebanese Baccalaureate from Al Malaab High School
 - (High School / Branch ,Maths Elem.)
- Lebanese Army: from 27/06/1999 to 13/04/2000 working with Word, EXCEL, ACCESS

Graduation Project

OLIVETTI: 1998 Final Project (Hospital Admission) using Power Builder5

Personal skills and competencies:

- Certificate MS Access 20/04/2000 Compugate International (Tripoli)
- Power Builder5 1998 OLIVETTI (Mkaless)
- Office Self Training (Access , Power Point , Word , excel)
- DOS/Windows Aug-Sept 1995 American Language Center
- Programming Languages:
- C , C++ , COBOL , FoxPro , Java ,HTML, Visual Basic5 ,Power Builde5 , Power Builder7, Power Builder9 .
- Data Bases :
- Sybase , Oracle9i , Oracle10g, Oracle11g, SQL2000, SQL2005, SQL2008,SQL2012
- Operating Systems : windows XP , Windows Vista , Windows 7 , Windows8
 - Windows server 2008 R2 ,Windows server2012

Language Skills:

	Read	Write	Speak
Arabic (native)	Fluent	Fluent	Fluent
English	very Good	very Good	very Good
French	Fluent	Fluent	Fluent

Teaching Experience:

Only in Saturday 2001/2002

Supervisor TS3 Final projects, Teaching Java

Michel Jabbour Technical Institute (Koura)

Only in Saturday from 2003 to 2013 Teaching Computer Science

Haddadine High School for Girls (Tripoli)

Hobbies :

Reading , Chess , Teaching

References and Portfolio:

Available on request.