

Profile

Detail-oriented professional with over 10 years of experience in the IT services field focusing on providing business & academic web solutions. Highly responsible, positive, self motivated and always strives to achieve the highest standards possible. Posses an excellent ability to motivate others, coupled with the ability to communicate comfortably at all levels.

EXPERIENCE

Project Manager

September 2013 - Present

RDC Lebanon (subsidiary of AEI)

Routes for Development & Consultancy (RDC) offers cloud based ERP & e-Learning solutions built from the ground up providing breadth of integration and depth of functionality across multi-functional and often multi-national organizations.

www.aeiucm.com

- Leading meetings and technical presentations with current and potential clients on an internal and regional level which resulted in the acquiring of over 50 schools;
- Managing and leading the development team, QA & IT team members to deliver problem free solutions and high quality service;
- Conceptualizing, designing and implementing new technology modules to empower flagship product;
- Working side by side with the developers to ensure the software is developed at high quality and meets organization standards;
- Setting project plan, direction, time frame and deadlines;
- Identifying, analyzing and managing project risks;
- Translating business challenges into requirements and solutions.
- Maintaining communications with stakeholders and providing all the support needed to ensure client satisfaction;
- Cooperating with clients to ensure smooth delivery of product modifications and customizations;
- Gathering and incorporating feedback and input from user experience, support and clients.

Team lead

February 2010 – August 2013

American Educational Institute (AEIUCM division), Lebanon

- Managing all the start-up aspects of a new academic e-learning solution - Olive School Management System;
- Developing, implementing and deploying School Management Systems & e-learning tools;
- Coordinating with the IT members to ensure hardware/software are on track with the solutions needs;
- Understanding business challenges and translating them into requirements and solutions;
- Enhancing software features to maintain a competitive edge.

Technical Skills

Programming
PHP, .NET, C#
AJAX, CSS, HTML5
JS, jQuery, SQL,
JSON, Cordova,
Framework7,
Laravel,
Android,
Bootstrap

Servers & Tools
Linux, Windows,
Apache, Webmin,
SVN,
MS SQL Server
MySQL, IIS

Systems Engineer

February 2008 – October 2009

EBLA Computer Consultancy, Kuwait

EBLA Computer Consultancy Company is a privately owned Kuwaiti Company established in 1993 with branch offices in Qatar, UAE , KSA and Egypt. EBLA provide IT Solutions and IT Consultancy and Professional Services to its customers to solve their complex business issues through the utilization of technology and effective business processes.

www.eblacorp.com

- Implementing, configuring and troubleshooting Enterprise Content Management solution IBM File Net P8 4.0, File Net Panagon content and Image services, custom applications and database integration;
- Requirement gathering and data mining through MOM meetings and business presentations;
- Working closely with and report to project managers on the execution of projects and act as technical testing resource during applicable phases of the project lifecycle;
- Performing support for applications post-implementation;
- Working on a project to automate business processes and establishing e-process using design tools and programming;
- Working on products and services such as Web Sphere 6.x, Oracle 9i/10g, MS SQL 2000/2005, IIS, Exchange server, ISA and Active Directory.

Web Developer/Systems Analyst

August 2006 – January 2008

American Educational Institute (UCM division), Lebanon

- Developing web applications using PHP, AJAX, CSS, HTML, JavaScript;
- Requirement gathering and analysis through MOM;
- Providing training and support for clients;
- Preparing user manuals and documentation of company solutions.

EDUCATION

Management Information Systems, BA

2004 – 2007

Arts, Sciences and Technology University, Lebanon

Workshops & Trainings

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| ▪ PMP | Routes BTC |
| ▪ Advanced Selling Skills | Routes BTC |
| ▪ Leadership for Supervisors | Routes BTC, Lebanon |
| ▪ Team Building | Routes BTC, Lebanon |
| ▪ Time Management & Stress Management | Routes BTC, Lebanon |
| ▪ IBM File Net Enterprise Content Management (ECM) | EBLA, Kuwait |
| ▪ Microsoft Communication Office server 2007 | Info center, Kuwait |
| ▪ Microsoft System Center Essentials | Info center, Kuwait |
| ▪ Microsoft System Center Advanced Solutions | Info center, Kuwait |

Certifications

- Microsoft Certified System Engineer
- Microsoft Certified System Administrator
- Microsoft Certified Professional
- Microsoft Certified Technology Specialist
- PMP (In process)