Ibrahim ITANI

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Personal Information

Nationality: Lebanese
Status: Married
Date of Birth: 16-10-1986

Work Experience

Monty Holding   (Jul 2019 /till now)

Positions:
- Solution Manager
- Sales team leader

Sales team leader:
- Taking new products to market.
- Working with sales team with a clear focus on digital services and telco.
- Size market shares in a highly competitive market.
- Establish and maintain professional relationship with key personnel.
- Search for new leads, and new end customers.
- Supporting Business Development and Presales during sales cycles.
- Manage partnerships and supplier relationships monitor and manage the cost structure/budget related to the product.
- Visit clients onsite, collect requirement provide the adequate offer.

Solution Manager:
- Manager of a team of five persons.
- Prepare technical and commercial offers.
- Submit commercial offers to mobile operators.
- Do presentation based on operator request for different type of core services.
- Negotiate deals and revenue sharing models.
- Guide the team to prepare HLD and LLD for different projects.
- Managing the development and launch of a list of VAS and core services.
- Working closely with Bigdata and Analytics team for assessing the Risk KPI's.
- Monitoring performance and service KPI's of launched products, and accordingly plan improvements/change requests.
- Write product functional requirements/specifications.
- Lead the design and development lifecycle.
- Develop SLA's for Platform Support, Operations & Maintenance.
- Work with UI/UX design gurus and copywriters to finalize user journeys & visual interactions.

InMobiles Holding   (Feb 2017 / Mars 2019)

Positions:

- Product Design Expert
- Project manager

Duties:
- Design and development of VAS services: Database design, Call Flows.
- Documentation of systems and services installed.
- Training on the system and services installed.
- RFP preparation and submission.
- Preparation of internal documentation for new product development
- PIP preparation, pushing the team to meet with deadline.

APLIMAN TECHNOLOGIES   (November 2011 / Feb 2017)

Positions:
- Senior System Engineer (January 2014 / now)
- Implementation and Support Engineer (January 2012 / Jan 2013)   Technical Support Engineer (November 2011 / January 2012)

Duties:
- Installation and maintenance of VAS systems (IVR, Call center, SMS Platform and USSD Platform).
- Design and development of VAS services: Database design, Call Flow, Integration with 3rd parties.
- Documentation of systems and services installed.
- Training on the system and services installed.

Achieved projects:
- *Operator 1:*
  - Implementation of IVR (collect call and FNF) and sms services. ▪ Onsite Project requirement preparation.
- *Operator 2:*
  - Implementation USSD System.
  - Implementation of USSD Bundle application.
  - Implementation of IVR services, Voicemail and Voice sms**.**
- *Operator 3:*
  - Implementation of IVR services.
  - Implementation of USSD System.
- *Banking solution*
  - IVR Banking solution and banking gateway.

Services Installed:

Missed Call Alert	Bulk Dial Out	Caller Missed Call Alert
Collect Call	SIM Swap	Voice XML
Change Language	Bundles	Bonus 1000
Price Plan	Tactical Promotions	3G Bundle
Data Minutes	Black Berry Provisioning	

Integration with MSC/Gateways:
- Ericsson

- Huawei
- ZTE
- Nokia
- Others

Gateways integration:
- MAP (USSD)
- SMTP (Email Gateway)
- SMS (SMPP Tx/Rx Gateway)
- Telnet (HLR Gateway)
- SRI-ATI Requests
- SNMP
- Telnet
- Others

Project planning skills: creating project plan including work breakdown structure, requirement gathering, create requirement form, follow up preparation, project implementation, progress reporting, project delivery, user acceptance form, product software and hardware training and getting feedback.

Technical skills: installing, tracing, trouble shooting, gathering technical information and feedback to development.

Graniou Vincy (Toulouse) (July 2010 / October 2011)

Positions:
- Fiber optic Engineer

Duties:
- AutoCAD Planning
- Fiber installation and maintenance.
- Fiber to the node and Fiber to the home (Verticality and horizontality, FTTN&FTTH)

Achieved projects:
- ***Engineering and installation of 7000 Fiber between Bordeaux and Toulouse*** ▪ AutoCAD Routing of the Fiber.
  - ▪ Management and coordination for onsite teams. ▪ Fiber installation.

Education
Diploma in Computer and Communication (2006 – July 2010)
USTL France University
Lille 59650

Computer Languages, Databases & Utilities
- Development tools and languages: C#, VB.net, C++, HTML, PHP, VHDL, Java, Matlab and LabVIEW.
- Databases: Oracle, MSSQL and MySQL.

- Administration of local network, CCNA.

Visited countries for different projects
Ghana, Liberia, Sierra Leon, Uganda, Togo, Benin, Ivory Coast, Jordan, Egypt, Dubai, France, Spain…

Languages
Fluent in Arabic, French, and English.
Basics of Italian.

Visited countries for different projects