

Maurice El-Hajj

Address: St Louis Road – Baabdash

Mobile: + 961 70 631 988

+ 260 96 666 92 66

+234 818 386 7333

Date of Birth: 07-Feb-1992

Email Address: elhajj.maurice@hotmail.com

Skype: maurice.el.hajj

Objective

Seeking a fulfilling position locally or abroad, by offering growth opportunities, achieving new goals and KPIs, maintaining the good quality of work and allowing me to utilize my leadership skills and previous experiences.

Work Experience

GameCooks Offshore/Intersektion

Nov 2016 – Present

Operation Manager LionsBet Nigeria

1. Product P&L and budget forecast.
2. Product management:
 - Monitoring odds and events offering.
 - Selecting live games based on previous data analysis and sports book calendar.
 - Creating and analyzing bonuses schema based on different simulations.
 - Measuring cost of bonuses and its impact on product.
 - Coordinating with technical project manager on implementations, enhancements and integrations.
 - User Acceptance Testing for any new feature, implementation or enhancement.
 - Monitoring and analyzing integrated third party products.
 - Maintaining proper UI/UX for website.
 - Market and competitors benchmark to keep a competitive product.
3. Business development (B2B-B2C):
 - Continuous meetings/calls with potential I-gaming providers, payments gateways, games providers, affiliates software's and any other providers, leading to beneficial integrations.
 - Continuous meetings/calls with odds providers, basically risk management and traders team.
 - Continuous meetings/calls with potential affiliate's agencies or individuals.
 - Continuous coordination with existing partners and affiliates.
 - Attending gaming exhibitions.
4. Operations management:
 - Training and monitoring customer support agents in coordination with CS supervisor.
 - Gathering customers' feedback in coordination with CS supervisor and taking needed actions.
 - Monitoring customer's payouts and deposits in coordination with payments manager.
 - Monitoring customer's activities and behavior in coordination with risk management team.
 - Defining operations KPIs for better monitoring of sales activities and seasonality.
 - Coordinating with accounting and administration manager regarding cash flow, invoices and quotations to meet budget forecast.
 - Following up with HR representative regarding employee's needs.
 - Attending gaming regulatory meetings in presence of other operators.
 - Working on all data analysis and reports with HQ remotely.

Maurice El-Hajj

Address: St Louis Road – Baabdash

Mobile: + 961 70 631 988

+ 260 96 666 92 66

+234 818 386 7333

Date of Birth: 07-Feb-1992

Email Address: elhajj.maurice@hotmail.com

Skype: maurice.el.hajj

5. Marketing and data analysis:

- Coordinating with marketing team regarding marketing budget, strategy, execution and channels.
- Analyzing channels conversion and ROI.
- Measuring CLV and setting proper retention plan.
- Monitoring customer's churn rate and taking proper actions.

Commercial Manager and IT specialist ZBET and Zambian Lotto, Zambia

1. Maintaining point of sales growth.
2. Deploying new point of sales.
3. Hiring and training new sales agents.
4. Meeting and finalizing business deals with shops owners.
5. Micro managing sales analytics on each point of sales.
6. Setting KPIs for sales units managers.
7. Installing, configuring and deploying servers and PCs for company's owned shops.
8. Establishing network connection between company's shops, ISPs and company's main servers.
9. Coordinating with operations manager on book selection, daily tasks, budget and sales monitoring.

GlobeMed Lebanon

Aug 2014 – Nov 2016

IT Support

1. Installing and configuring Windows Servers, PCs and remote offices.
2. Users Management over Exchange server, Active Directory, Group Policies and Internet proxy settings.
3. DHCP and DNS work.
4. Establishing network connections.
5. Knowledge in configuring Cisco switches.
6. Monitoring and working with Cisco call manager.
7. Emails system filtering.
8. Remote technical support for employees and company's customers.
9. Translating system users' errors technically for developers.
10. Follow up with developers on bug fixes and enhancements.
11. Coordinating with IT suppliers, purchasing team and stock keeper.
12. Company's hardware inventory.

Side jobs within university degree

Jul 2009 – Jul 2014

Canadian Embassy, Jesus&Mary School, Grand Hills Hotel, Collibri Hotel.

Skills & Languages

1. Product and operations management.
2. Business Development (B2B / B2C).
3. Sports betting industry knowledge.
4. General sports knowledge.

Maurice El-Hajj

Address: St Louis Road – Baabdath

Mobile: + 961 70 631 988

+ 260 96 666 92 66

+234 818 386 7333

Date of Birth: 07-Feb-1992

Email Address: elhajj.maurice@hotmail.com

Skype: maurice.el.hajj

5. Sales and marketing knowledge.
6. Data analysis.
7. Tech friendly.
8. Microsoft office knowledge.
9. Microsoft server knowledge (AD, DHCP, DNS, Group Policy).
10. Software development knowledge.
11. Fluent in speaking, reading and writing in Arabic, English and French.

Educations & Trainings

Microsoft Certified Solutions Associate Certification (MCSA) – New Horizons

Downtown – Beirut, Lebanon (2016)

Organizational Skills Training – New Horizons

Downtown – Beirut, Lebanon (2016)

Web Development Training – SYSCOM Technologies

Tayyouna – Beirut, Lebanon (2014)

Information and Communication Technology, GPA 3.6 - Arab Open University

Tayyouna – Beirut, Lebanon (2010 – 2014)

Computer Engineering Training - L'Institut Supérieur des Sciences Appliquées et Économiques (ISAE – CNAM)

Bikfaya – Metn, Lebanon (2009 – 2010)

Lebanese Baccalaureate in Biology - Baabdath School

Baabdath – Metn, Lebanon (2008-2009)

Hobbies

1. Basketball, football and volleyball.
2. Beach and mountain activities.
3. Traveling.

References

1. **Joe Chakhtoura - GameCoks Offshore**
General Manager, 961 3 363 842
2. **Roger Chami - GlobeMed Lebanon**
IT manager, 961 3 458 960
3. **Racha Khalil - GlobeMed Lebanon**
HR Recruiter, 961 3 061 734