

ALI BAHOUN

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A flexible individual with can-do attitude and open to challenges

More than 10 years of diversified exposure to business development, operations and project management, customer relationship, Sales and Marketing, IT and Telecommunications in the Middle East and Africa.

Career Snapshot

- Bachelor of Science in Computer & Communication Engineering in Beirut, Lebanon
- Fluent in English and Arabic; good in French
- Proven ability in optimizing resource utilization and management of day to day project activities with compliance to delivery schedules
- Experienced in conducting periodic project reviews, identifying & mitigating risks, tracking project progress and submitting status reporting
- Computer Knowledge: Microsoft Office (Excel, Word, PowerPoint), Hardware maintenance and support (A+), Networking (CCNA), XHTML, Java, Matlab, Genview, SpringBoard, MVTs II, CRM
- Significant Core Competencies: Business Development, Account Management, Digital Transformation Guidance, Compliance and Quality Assurance Management, Reporting and Documentation, Team Management, Client Relationship Management, Cross Functional Team Coordination, Service Management and Vendor Management

WORK EXPERIENCE

Crystal Networks Holding

(IT Business Solutions – System Integrator)

AUG 2018 – MAR 2020

Account Manager – Enterprise Solutions – Lebanon

Responsibilities:

- Develop new relationships and attract new clients, retain existing clients with various business verticals from SMBs, Enterprises and Named Accounts within the Lebanese Market and Levant region
- Plan and work towards achieving sales targets and strategic objectives in the assigned accounts
- Help customers in staying up-to-date with latest technology trends under the evolving world of Digital Transformation
- Assess and validate customer needs proactively on an ongoing basis to provide them with ultimate solutions that best fits their environments
- Handle daily interactions with Vendors, distributors, partners and end users over e-mails, phone and consistent schedules meetings. Prepare, communicate and follow up on the corresponding offers discussed with clients
- Establish new ventures, leads and projects with new customers through cold calling and business events
- Acquire clients' needs and pains to design an end-to-end solution for their businesses

SETS Solutions
(IT Business Solutions)

DEC 2015 – JUNE 2018

Key Account Manager; Enterprise Solutions – Lebanon

Responsibilities:

- Establish productive, professional relationships with local and global customers; from SMB to Large Enterprises
- Coordinate the involvement of company personnel, including support, service, and management resources, in order to meet account performance objectives and customers' expectations
- Meet assigned targets for profitable sales volume and strategic objectives in assigned accounts
- Proactively lead a joint company-strategic account planning process that develops mutual performance objectives, financial targets, and critical milestones for one year in advance
- Assess, clarify, and validate customer needs proactively on an ongoing basis
- Lead solution development efforts that best address customer needs, while coordinating the involvement of all necessary company personnel
- Handle daily interactions with distributors, dealers and end users over e-mails, phone or personally when needed. Prepare, communicate and follow up on the corresponding offers discussed with clients
- Establish new ventures, leads and projects with existing and new customers
- Acquire clients' needs and pains to design an end-to-end solution for their businesses

Preferred Tel LTD
(VoIP Carrier, Lebanon)

NOV 2014 – OCT 2015

Account Manager; Carrier Relationships – Lebanon

Responsibilities:

- Function as a primary business contact for the VoIP carriers
- Responsible for Wholesale Routes, Resellers, Telecom carrier Interconnections and client satisfaction.
- Build relationships with VoIP Telecom clients and resellers; find the best quality routes with optimum rates and sell the routes based on company's targets
- Keep clients' traffic alive with quality routes and maintain strong relationships with them
- Continuously seek new Accounts and Manage existing Customers by best services
- Manage relationships with both customers and vendors

Tell International Inc.
(Telephony Carrier, Africa and Middle East)

APR 2011 – AUG 2013

Project Manager – Burundi

Responsibilities:

- Manage a team for setting up new VOIP SBC in Bujumbura (Burundi) to optimize the international traffic (Incoming – Outgoing) for ONATEL (Government Operator)
- Initiate value engineering to complete the project according to the planned budget
- Ensure high quality finishing of installations and the technical design set up

NOC Engineer – Guinea

Responsibilities:

- Guarantee a stable and consistent network avoiding technical outages
- Achieve customer satisfaction by swift response to claims and initiating appropriate and efficient feedbacks
- Submit precise and consistent reports to the management at the headquarters

Project Manager – Guinea

Responsibilities:

- Supervise and facilitate the implementation of International Gateway (Softswitch) for a Guinean Operator (Sotelgui SA)
- Handle the financing, logistics, operations and customer relation throughout the project
- Hold responsibility of legal and formal documentation related to the agreement with the customer and third parties

IHS Nigeria PLC

(Telecommunication Infrastructure, Nigeria)

MAY 2009 – MAR 2011

Regional Manager – Nigeria

Responsibilities:

- Maintain mobile sites for MTN including Transmission sites, BTS sites, BSS sites (HUB and Backbone sites)
- Ensure a high availability of the network complying with MTN official standards
- Overview the weekly performance and submit comprehensive reports to MTN in a presentation form
- Innovate techniques to accomplish a smooth maintenance operation for the maintenance schedules
- Optimize resource utilization to maximize productivity
- Ensure compliance to budgetary and other SLA parameters
- Coordinate with various support teams for resolution of escalated issues
- Maintain inventory of spare parts
- Worked with field transmission engineers on solving transmission issues
- Generated/ updated various status reports for the GM and other stakeholder achieving the required communication between vendor and customer
- Enhanced/ improved network availability in coordination with MTN
- Managed finances & logistics of operations within the region proving efficient cross-functional capabilities
- Defined schedules for routine and non-routine power maintenance on the stations
- Maintained updated knowledge on Reflexion, Citrix OSS, Inala and Huawei

Project Manager – M100 in Collaboration with Motorola – Nigeria

Responsibilities:

- Set up 20 Green Field Outdoor BTS sites (Turnkey Sites) across regions of Enugu, Akwa, Ibom, Cross Rivers, Anambra, Delta, Ebonyi in Nigeria
- Generate project plan, schedules, responsibility matrix and quotations for Motorola
- Sit for comprehensive weekly meeting with Motorola to evaluate and assess the progress of operations
- Interfere in community conflicts and try to resolve them to ensure smooth construction of site
- Establish contact with various subcontractors to complete all aspects of installations and civil work
- Involve in integration of sites and obtaining Final acceptance from ZAIN Nigeria (Telecom Operator)
- Guarantee sites delivery to Motorola according to optimum quality

AZADEA Group - ZARA
(Fashion Retail, Lebanon)

Nov 2001 – Feb 2008

Sales Associate & Cashier - Lebanon

Responsibilities:

- Provide adequate flawless customer service
- Responsible for appropriate stock replenishment
- Sell the product and place new merchandise on display
- Dealing with several types of transactions on the cash using advanced software
- Performing physical inventory for numerous items covering the whole existing quantity as well as inventory using sophisticated machines
- Performing visual merchandising when required; especially during the change of season and also during the arrival of every new shipment
- Greet customers on sales floor and determine make, type, and quantity of merchandise desired

EDUCATION

• **Bachelor of Science in Computer and Communication Engineering – June 2008**

American University of Science and Technology - Beirut, Lebanon

PROJECTS

• **SOC - Managed Services:**

Won a Project Bid requested by one of the reputable Lebanese NGOs. This was achieved by presenting a solid and satisfactory POC for the NGO and consequently promoting the company's added value in Managed Services over the competition. I ensured a proper and compliant presentation for the project offering, discussed deployment schedule and details with client and ensured a smooth implementation for the system. Services included Log Management, Vulnerability Assessment, SIEM Monitoring and Log Analysis, Incident Detection and Response, and Reporting.

• **Security Penetration Test:**

Together with a team of professional security engineers, we executed a Penetration Test for one of the largest universities in Lebanon; which was basically a practical demonstration of possible attack scenarios allowing a malicious actor to bypass security controls on the University network allowing to reveal security flaws and assess security level. The testing was applied on all servers, network devices, workstations and access points of the university; and it took a whole 9 months to execute the project alongside with the necessary analysis and reporting.

• **E-mail Filter and Web Filter:**

Leveraging Cisco professional engineers, I was able to sell a Web Filter and E-mail Filter to one of my clients functioning with the Financial sector. By all means we delivered to our customer a very gratifying valid product presentation. Then we shared a reasonable financial offer which led us to winning the project. Client was running on another system from a different vendor and therefore we ensured a seamless migration with a minimal downtime.

• **Bandwidth Management Software:**

Prevailed in implementing BlueCoat Packetshaper appliance and software on the network of the most prominent food Distributors in Lebanon and Levant. Client was previously running on another platform, yet we succeeded to propose a more efficient solution to optimize traffic and internet utility among their branches in different countries; with a better operating and recurrent yearly cost.

PERSONAL DETAILS

- Status: Lebanese, single, born on November 1983
- Extracurricular activities: Photography, Basketball, Football, Music, Fashion, Drawing and Filming