Hind Abou Khzam

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OBJECTIVE

An ambitious, hard-working professional with a background in the Telecommunications and IT sectors. Major strengths include successful Project Management experience and good knowledge in most IT functionalities, including Systems Administration on virtualized and cloud environments. I thrive in working under pressure, in maintaining strong professional relationships with the customers and in devoting time to grow and learn new skills in the IT industry. These can be highlighted by my successful Project Management and Team Leading experiences.

CERTIFICATES ACCOMPLISHED

- RHCSA Certificate
- IBDAA Certificate for Biodiversity Project
- PMP Training Certificate
- Bechtel leadership and distinctive trainee Cert

EDUCATION

From 10/2009 to 05/2013	American University of Beirut	Beirut, Lebanon

B.E. in Electrical and Computer Engineering, Dean's Honor List

EXPERIENCE

From 09/2018 to 03/2020	RACKS24	Beirut, Lebanon

Managed Services Engineer

- Worked onsite with the Qatari Government, managing and installing the Mobile Threat Defense security project
- Installed and provided after-launch support for clients on Windows machines hosted on the cloud
- Participated in product roadmap suggesting features and code improvements
- Developed and implemented monitoring scripts and software agents based on customers' business requirements
- Configured routers, firewalls and networks for local office with focus on high-availability (clusters, redundancy..)

From 06/2017 to 09/2018	Invigo Offshore	Beirut, Lebanon

Support Team Leader

- Led a team of 9 engineers and assigned tickets received from clients
- Ensured customer satisfaction and quick response time through regular follow-ups with the Support engineers
- Supported the team with their inquiries and guided new employees

From 07/2013 to 09/2018	Invigo Offshore	Beirut, Lebanon

Systems Engineer

- Installed, configured and supported Oracle/PostgreSQL databases, PHP, Apache web servers and Invigo's products (Automatic Device Management, SMS Welcome, SIM OTA..) on VMs/servers hosting different UNIX platforms
- As Project Manager, successfully delivered and launched two projects at Hutch (Sri Lanka) and BHT (Bosnia)
- Completed solo on-site installation projects for several operators, including a three consecutive weeks mission at Telenor Montenegro/Bulgaria/Serbia which were all successfully launched on time
- Migrated the ADM service for Indosat (Invigo's biggest client) from a competitor's platform
- Installed Invigo's software on virtual machines in VMware environment
- Performed successful handover of all completed projects through well-written and detailed documentation
- Worked with R&D team on providing solutions to requests sent by clients
- Diagnosed and resolved complex issues covering the implementation and support of Invigo's applications

From 01/2015 to 01/2016	Lebanon Green Building Council	Beirut, Lebanon

Green Building Assessor

- Assessed Reuter's offices for the Arz Certification by doing site visits and preparing the assessment reports.

From 06/2012 to 09/2012	Overseas Bechtel Incorporated	Doha, Qatar

Electrical Engineering Student trainee

- Visited sites and completed testing and commissioning with Electrical engineers at Doha International Airport

SKILLS AND EXTRACURRICULAR ACTIVITIES

Languages: Arabic (native language), English (fluent), French (Level B1)

IT Skills: Windows, Linux, Perl, Python, Shell, PostgreSQL, MySQL, Oracle, Apache, PHP, WordPress, AWS, Splunk, Virtualization, MongoDB

Activities: Web admin for Foodblessed NGO's website, Arts, Running (42 km Marathon runner 2016), Yoga