



## Raymond El Debs

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### ABOUT

Experienced Call center Manager with a demonstrated history of working in the sports industry and the IT field. Skilled in Team Leadership, Problem-solving, Event Management, Customer care training and Call center management. Sports addict, technology enthusiast with a Bachelor's Degree in Information Technology from the Holy Spirit University of Kaslik - USEK.

### EXPERIENCE



#### Sportscod SAL

5 yrs

##### Technology Manager

Jan 2017 - Present . 3yrs  
Lebanon

By managing the Sports technology department at Sportscod, I am in charge of the business development, day to day management of the team and maintaining the relationship with our partners. We are the distributors of Nacsport in the MENA region, preferred partners of STATS in the Kingdom of Saudi Arabia and partners of Mylaps in Lebanon / KSA. I oversee the operations of Timingcode, the timing unit that provide online registration for sports events, Bib printing & packaging, participants timing & results and more... I also manage the team in charge of operating STATS services in KSA. This challenging position helped me explore my abilities in multitasking, PR, business development, managing people and stress management.

##### Brand Specialist / Business Development

Jan 2015 - Jan 2017 . 2yrs  
Lebanon

As Brand Specialist I have the responsibility of adapting sportscod's strategy in the Middle East and North Africa region. We were the leaders in the region by providing high-end technology in the Sports Analytics market by partnering with the likes of STATS (Previously Prozone) & Hudl (Previously Sportstec). It was a real challenge to drive sales, operate with a high quality customer service and maintain a close relationship with our clients and partners.



#### Moscanet Wise SAL

9 yrs

##### Call Center Manager

Jan 2010 - Jan 2015 . 5yrs  
Lebanon

As a Call center Manager I had the responsibility of managing and motivating a team of 15 call center agents, in order to provide and maintain the highest level of customerservice possible. To do so efficiently, I had to develop my managerial, team leadership and advanced troubleshooting skills and create an exceptional customer experience through day to day training and monitoring of the operation flow.

● **Call Center Agent / Technical support specialist**

Mar 2006 - Dec 2009 . 4yrs

Lebanon

As Technical Support specialist, I handled customers calls, troubleshooted their internet interruptions over the phone or by email. Troubleshooting their computer problems, internal network problems and monitoring the overall network for any service interruption. This is a sure boost to my communication skills, customer oriented approach, time management and stress management not to mention the huge boost in my skill of working under pressure.

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● **WRC Cafe**

3 yrs

● **Managing Partner**

Jan 2006 - Dec 2009 . 3yrs

Lebanon

This challenging B2C role required all-encompassing management skills .Responsibilities included the overall shop operations & customer relations. In addition to the day to day accounting & finance, along with handling all procurement requirements for our operation. Operating a gaming lounge / coffee shop required a boost in my communication skills, handling clients' inquiries along with business planning and budgeting.

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● **Crepaway**

2.5 yrs

● **Waiter /**

Jan 2006 - Dec 2009 . 2.5yrs

Lebanon

Crepaway is a very well-known restaurant in Lebanon, in which I attained the position of waiter. This role helped me develop my sales techniques, customer service, & time management. I also found it a good test of my personality, team work, communication skills and working under pressure at busy times of operation.

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● **OX Sports Club**

2 yrs

● **Water Sports Operations Manager**

May 2003 - Oct 2004 . 2yrs

Lebanon

Working with the likes of Red Bull on one of their biggest events. Ox came up with the concept called Snow to Sea in Lebanon, where I helped on the event's preparations and executions. I was also in charge of the day to day operation during summer times of OX's summer water sports business from kayake to jet ski and other water games rental. As a young man, this was for sure the start to my career especially that it taught me the business environment dynamics along with interacting with clients, sales technique, event management and many other skills.

## Education & Certifications



USEK (Université Saint-Esprit Kaslik) / BA in Information Technology (IT) 2005



FORMATECH Lebanon / ITIL (IT Infrastructure Library) foundation certified 2014



MICE Quotient Dubai - UAE / Attending the Arab Sports Management Summit 2015

## Languages

Arabic



Native Language

English



speak fluently  
read/write with high proficiency

French



speak, read, and write  
with basic competence



## Affiliation



Member of the Scouts of Lebanon from 1990 till 2006



Volleyball player at sporting club of Ghazir Lebanon.  
(2003 & 2004 Lebanese 1st division champions)

## Trainings Attended

Sales - Communication - Internal Rules and Regulations - Internal Communication

Communication and customer support - Leadership - Customer retention - Managing People

Managing teams - Mid level management - Managing performance - Photoshop - Flahs - Dreamweaver