

METN, BSALIM

PHONE 03/249743 •

EMAIL jocelyne.hajjmoussa@gmail.com

J O C E L Y N E T A N N O U S H A J J M O U S S A

PERSONAL INFORMATION

Place and date of birth: Mgharieh, February 1st, 1978

Nationality: Lebanese

Marital status: Married

EDUCATION

2017 Exchange Server 2016	Formatech	Antelias
2016 - 2017 MSCE Win Server 2012	Formatech	Antelias
2016 - 2017 MSCA Win Server 2012	Formatech	Antelias
1997 - 2001 Lebanese University		Achrafieh
<i>Business administration /MBA Buisness Computer</i>		

PROFESSIONAL EXPERIENCE

2008/Present Antelias <i>IT Manager</i>	Wooden Bakery / Head Office
<ul style="list-style-type: none">• Manage the department's overall activities• Manage the department's staff through coaching and training in order to improve performance and to achieve the department's objectives and targets• Monitor the company's computer network for possible mismanagement, fraud, and inefficiency• Ensure that IT audit practices comply with company procedures and government regulations.• Promote efficient practices by recommending improvements in processing capability, user interface, and security designs• Ensure that staff has a solid understanding of auditing procedures and necessary independence to conduct their own investigations• Develop IT strategic plan in line with the Company's strategy, and provide guidance, expertise and resources for cost effective implementation• Advise senior management on issues related to IT that affect the business, and suggest the appropriate and cost effective business systems solutions• Manage the development and maintenance of IT solutions (software and applications- Backup Exec; Veritas System Recovery, Qlik BI Solution) and the appropriate infrastructure to support business needs• Manage the daily processing and maintenance of IT operations, and ensure the timely and efficient reporting	

- Manage and validate hardware and software's acquisition through SpiceWorks.
- Coordinate with Administration and departments to analyze proposals from IT vendors and consultants, select the most suitable partner and negotiate the best possible deal to the company, commercially and technically
- Manage IT risks and ensure and enhance the overall system's security
- Manage the implementation of suitable measures and guidelines for data integrity, confidentiality of access and protection of users' applications from viruses
- Manage the implementation of a new IT infrastructure
- Manage the implementation of the all modules of SAP B1, Boyum, HR, Plant Maintenance and Batch Master add-on.
- Manage Bararcuda Firewall, Spam Filter, Web Filter, and VPN devices
- Implement and manage the synchronization of all WB outlets with the head office through BIM POS as well as Scale-Software relationship ; online stock, online scales...

2002/2008 Aram Khatchadourian and Sons (Belmark & Carpet Plus)

IT

- Management 2000 and 2003 servers enviroment
- Managing Exchange, ISA servers, DNS server, GFI Mail Essentials, Active Directory, DHCP
- Managing the implementation of a new network system for Carpet Plus and Belmark (LAN and WAN)
 - Support user calls(office, internet, networking, DB problems)
 - Scheduling Backup, monitoring all security procedures
 - Fix printing problems
 - Managing the Fortigate Firewall and its related procedures
 - Updating and working on Carpet Plus and Belmark websites including hosting, and domain name registration
- Managing the implemation of a new software system (Stock, Accounting, bills management, POS) for Carpet Plus and Belmark
- Ensuring system security and data accuracy
- Handling offers concerning new servers, pcs, printers, softwares...
- Representing Belmark and Carpet Plus in the negotiations with website, network and software companies.

2001/2002 Gray Mackenzie Retail Lebanon (Spinneys) Dbayeh
Information System Support

- Management NT server 4.0 (Add users, Create profiles....)
- Install windows and formatting hard disks...
- Support on windows NT 4.0, 2000, and 98
- Support user calls(outlook, excel, word, internet, networking problems)
- Scheduling Backup and restoring files from tapes
- Fix printing problems
- Compiling sales reports and reporting them to the upper management