MOUEMEN
DERBASS

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OBJECTIVE

I am an enthusiastic, eccentric, and tech savvy engineer. My infinite curiosity could only be quenched by knowledge and experience. My focus is to learn in, and then improve any workspace I join with creative strategies. Dedication, loyalty, and honesty form the pillars of my work patterns. I would be more than pleased to join your esteemed institution as we'd both benefit from what we can offer each other.

EXPERIENCE

Business Analyst | IDS Fintech
JANUARY 2021 – TILL PRESENT
- Earned extensive experience in Investment Banking, Wealth Management, and Portfolio Management Fields.
- Handled full analysis of client existing system architecture and databases for Historical Data Migration Purposes which includes the creation of automated stored procedures and Functions and innovated methodologies using Microsoft SQL Server.
- Analyzed and improved our company's software in terms of functionality and architecture.
- Trained existing employees on our systems architecture and functionality.
- Gathered requirements from clients, documented, and then helped implement in our software.
- Caught and reported bugs on client's old systems.
- Improved servers and systems' performances by ensuring best practices are being performed.

Technical Project Manager | Pixel38 – Antwork
SEPTEMBER 2020 – JANUARY 2021
- Handled Software Development projects for clients in GCC and MENA Region.
- Lead sourcing and pitching to potential clients.
- Creating high-low level diagrams for software architecture.
- Writing up various proposals with flexible options to suit client's necessities.
- Assessing and advising proper technology stacks per platform.
- Allocating resources and hiring freelancers from UpWork.
- Performing UAT on finalized products and ensuring adequate UI/UX implementation.
- Improving customer retention through business consultancy and maintenance contracts.

Solution Technical Support | Monty Mobile – Monty Holding
SEPTEMBER 2019 – SEPTEMBER 2020
- Part of a solutions team which is responsible for supporting all international clients with the use of B-Pal messaging system.
- Providing demos and training for all clients and team members, along with creating documentations, tutorials, and videos.

- Troubleshooting different software issues and reporting them via Atlassian Jira with a professional format.
- Handling full deployment of SaaS or on premises software installation which include SQL databases, reporting and analysis services, and jobs.
- Receiving different feature and bug requests which undergo feasibility and business value add studies which are then added to Jira.

Quality Assurance and Technical Support| AIY Expert Solutions

AUGUST 2018 – SEPTEMBER 2019

- In charge of technical customer tickets via Zendesk with an Administrator Role and providing remote assistance with thousands of clients.
- Part of an Agile QA team responsible for locating bugs, reproducing case scenarios, creating reports, and technical documents via Atlassian Jira.
- Managing Product information, documentation, and Wordpress website in addition to creating tutorial videos, articles, and FAQs.
- Content Creation on Twitter and Instagram and Community Management on Discord and Slack for thousands of users.
- Pre-Sales and Post-Sales operations for potential and existing clients.
- Creating and executing various training plans for employees.

Technical Project Manager | Engitech

NOVEMBER 2017 – AUGUST 2018

- Lead a team of engineers with the installation of low voltage systems from planning to execution and finalization.
- Procuring implementation plans including feasibility and risk studies; then allocating the required resources per project whilst minimizing cost.

INTERNSHIPS

Network Operations Engineer Internship| Smart Networks S.A.R.L.
Technical Engineer Internship | DHAS
Web Programmer Internship | Antwork
Project Management Internship | MTC Touch

EDUCATION

Bachelor of Engineering in Computer and Communications | Rafik Hariri University

SEPTEMBER 2013 – MAY 2017

- o Graduated with a GPA of 3.18 with multiple times on the Honors List.
- o BE Project: In a team of 4, we devised a Smart Shopping Cart which autonomously follows the user and dodged obstacles via Infrared Systems in addition to a wide range RFID detector for scanning added items. A companion shopping app helps the user check his/her items and automatically checkout with zero human intervention for the shopping experience.
- o BS Project: I developed a software that can utilize Television White Space (Unused Frequencies) to virtually create a super Wi-Fi. It utilized Microsoft Azure Web hosting and Database services, Linux operating system for Geographical Data Analysis using SPLAT! and LabVIEW with USRP for operation.

SKILLS

- Full Professional Proficiency in English and Arabic and Basic French.
- Average Typing Speed 120 Words Per Minute.
- Up to date with the latest technologies and methodologies.
- Taking initiative and finding solutions.
- Excellent at presentations and demos.
- Advanced use of software: RedGate SQL and Data Compare, Matlab, Proteus, Multisim, AutoCAD, LabView, NI Elvis, Arduino
- Community Management Expertise.
- Excellent with MSSQL and its DBA.
- Excellent organizational and technical writing skills.
- Critical thinking and Analysis.
- Able to work under pressure.
- Able to learn new procedures quickly.
- Able to work in a team and independently.
- Able to meet deadlines.
- Advanced use of the systems: Asana, Atlassian, ZenDesk, FreshDesk, Discord, Slack, Google Services and Suite, Gantt, Office Suite

ACTIVITIES

Extra-Curricular Activities

DECEMBER 2014 – DECEMBER 2017
- Vice President of the IEEE Rafik Hariri University Student Branch

SEPTEMBER 2015 – MAY 2016
- Member of the American Society for Computing Machinery

SEPTEMBER 2014 – MAY 2016
- Vice President of the Music, Dance and Public Speaking Clubs at Rafik Hariri University

Certificates and Acknowledgements

- Certificated in Microsoft Office – Adobe Photoshop – AutoCAD.
- Microsoft Azure Workshop Participant.
- Volunteered in managing over 20 workshops at Rafik Hariri University.
- Hosted more than 20 events for Rafik Hariri University.
- Volunteered in managing NERD16 competition.
- Two-Time Public Speaking Champion at Rafik Hariri University.
- Represented RHU at the LAU National Public Speaking Competition.
- Taught high school students C++ programing language for the RHU High School Programming Contest
- Attended Front-End Web Development workshop at RHU.