# Houssam Al Halabi, MBA

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## SUMMARY

I am an IT specialist with 4+ years of experience in industries such as IT, e-commerce, digital marketing, software development, and recruitment. My expertise spans technical support, consulting, WordPress development, and project management, while obtaining 25+ certifications, building 5 social communities, helping 70+ job seekers secure employment, and testing beta software for Microsoft, Meta, and NVIDIA.

## WORK EXPERIENCE

### IT Lead and Project Coordinator Freelancer
Apr 2023 – Present

Top Designs HD: Digital Marketing Agency — Beirut, Lebanon

- Contributed to securing $15,000 in funding by developing a comprehensive digital transformation plan as part of the USAID "Lebanon Enterprise Development Project" in collaboration with ESA Business School.
- Boosted business profitability by implementing Odoo ERP, Microsoft 365, and delivering client websites.
- Empowered the CEO by troubleshooting technical issues, installing software, and suggesting ideas.

### WordPress Developer, Contract
Apr 2022 – Apr 2023

A2Z Media: Digital Marketing Agency — Doha, Qatar

- Transformed designs from Adobe XD, Photoshop, and Illustrator into 60+ webpages using WordPress, the Elementor Pro plugin, CSS, Bootstrap, HTML, Vanilla JavaScript, ReactJS, and Azure DevOps.
- Facilitated onboarding for new developers by authoring a set of technical documents in Markdown.

### Full-Stack Web Developer Apprentice
May 2021 – Dec 2021

Codi: Web Development Bootcamp — Beirut, Lebanon

- Showcased development skills by developing a website using ReactJS, Bootstrap 5, MySQL, and Laravel.
- Shared knowledge with peers by conferring 3 presentations on PWAs, cloud computing, and Windows 11.

### Software Project Coordinator Intern
Aug 2021 – Oct 2021

Ecomz: E-commerce Platform to Grow Online Businesses — Beirut, Lebanon

- Ensured timely and high-quality project delivery by collaborating with the help desk manager, project manager, product manager, and QA manager.
- Leveraged technical and organizational skills by performing administrative tasks and troubleshooting technical issues for the CEO and project manager.

### Assistant IT Manager
Dec 2020 – May 2021

Technovision: GPS and Tracking Systems — Baouchriye, Lebanon

- Conducted an entire hardware and software setup by configuring 80+ tracking devices for installation in vehicles.
- Prioritized and solved customer issues by coordinating with the IT manager and the sales manager.
- Maintained effective inventory management by overseeing the IT support office and stockroom.

### IT Support Specialist
Aug 2019 – Dec 2020

Self-Employed — Dohat Aramoun, Lebanon

- Delivered on-site and remote technical support to 50+ clients via TeamViewer and AnyDesk Software.

### IT Officer and System Administrator Intern
Feb 2019 – Apr 2019

Lebanese International University: IT Head Office — Beirut, Lebanon

- Resolved technical issues for 25+ instructors and administrators through effective troubleshooting.
- Overseen user accounts and Windows Server roles in collaboration with the system administrator.

## EDUCATION

**Master of Business Administration, Management Focus, GPA: 3.28**
Lebanese International University

Feb 2021 – Jan 2024
Beirut, Lebanon

**Bachelor of Science, Major in Information Technology, GPA: 2.85**
Lebanese International University

Oct 2015 – Aug 2019
Beirut, Lebanon

**Technical Baccalaureate, Major in Information Technology**
CIS College

Oct 2012 – Jun 2015
Khalde, Lebanon

## TRAINING PROGRAMS

**Career Essentials in System Administration**
Microsoft

Apr 2024 – Jun 2024

**Career Essentials in Project Management: A 12-Course Learning Path**
Microsoft and the Project Management Institute

Aug 2023 – Sep 2023

**McKinsey's Forward Program: Soft Skills Program for Leaders**
McKinsey & Company

Dec 2021 – Sep 2022

## CERTIFICATIONS

**Microsoft Certified: Azure Fundamentals AZ-900**
Microsoft

Apr 2021

**Help Desk Handbook for End Users: Hardware, Operating Systems, and Applications**
LinkedIn Learning

Mar 2021

**Introduction to Cybersecurity**
Cisco

Feb 2021

**CCNA 1, 2, 3, and 4: Routing and Switching**
Cisco

Aug 2019

## AWARDS

**The Information Technology Top Voice Badge**
LinkedIn

May 2024

**McKinsey's Forward Program Competition: Top Referrer Across the MENA Region**
McKinsey & Company

Feb 2024

## LANGUAGES

- Arabic: native
- English: advanced
- French: intermediate

## SKILLS

- Technical Support
- Microsoft Azure
- Amazon Web Services
- Virtualization
- System Administration
- Microsoft 365
- Google Workspace
- Project Management
- Empowering Others
- Organization
- Communication
- Creativity