

Elie Hanna ALabboud

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PROFILE

Master's degree in Computer Communication Engineering, as well as IT Support expertise and working 1 year part-time in Business Development.

In the work environment, a person with an outgoing personality who communicates well with others and takes a collaborative approach. With the help and guidance of your well respected team, the necessary skills and passion will be sharpened even more.

PROFESSIONAL EXPERIENCE

Business Developer Executive (Part Time)

02/2021 – Present
Lebanon

MakersGround

- Build contacts with potential clients to create new business opportunities.
- Collaborate to understand and anticipate their needs and translate them into product requirements to achieve 100% accuracy.
- Suggest possible improvements reaching the extreme of the solution, Identify and manage risks, Evaluate product progress at each stage of the process.
- Assist in 2 main phases; task management and testing to find missteps or problems in requirements and liaising with the product team and end-users to deliver updates.

IT Coordinator

09/2018 – Present
Lebanon

Amira Industries Inc.

- Support and follow the control plan on a daily basis ensuring continuous improvement and achievement of departmental goals and objectives.
- Purchase, install and configure hardware equipment, software programs, network and CCTV.
- Diagnose and troubleshoot technical issues (office 365 and network configuration).
- Direct, organize, execute and implement technical projects achieving 100% successful delivery.
- Resolve technical support to 30 employees and ensure all issues are logged; lead computer related activities among all 5 sub-companies.

IT Support

07/2017 – 09/2018
Lebanon

Chamber of Commerce Industry and Agriculture of Beirut and Mount-Lebanon

- Organize technical support to 50 employees and guarantee all issues are logged.
- Verify and troubleshoot system and network issues, which resulted in a 60% decrease in mistakes.
- Oversee group membership/creation and objects in Active Directory; and Modify Windows server network shares and permissions.

Intern Telecom Technician

02/2017 – 03/2017
Lebanon

Pesco Telecom

- Manage Site Survey activities to resolve customer issues.
- Detect and support equipment that led to 50% enhance in performance.

Monitoring Media

08/2015 – 02/2017
Lebanon

IPSOS Mena

- Administrate data entry from media source documents tracking daily new TV advertisers, commercials, radio commercials and audience responses.
- Clarify Quantitative and Qualitative Research, Opinion and Social Research to reach 100% accurate data.

PROJECTS

ERP and Technical Support Consultant

04/2018 – 06/2018

Scroll Up, Berytech

- Direct full lifecycle of design and testing phases in installing Microsoft Dynamics Nav to a center in Iraq-Basra, achieving 100% successful delivery.
- Diagnose and troubleshoot technical issues, including account setup and network configurations for all 20 units.
- Follow up with internal team of 2 departments to secure functionality that led to successful delivery.

Website

01/2018 – 05/2018

Central Management

- Design 3 Website for Central Management company, Killer Queen and Central Station.
- Participate in the Front-end development, determine requirements, create, edit content and design 4 webpage layouts.

Website

01/2018 – 04/2018

Lebanese Training Center

- Design LTC website, operate and execute social media strategy through competitive research, platform determination and benchmarking.
- Write, oversee content and design 5 webpage layouts.

Junior Network and System Administrator

03/2017 – 07/2017

Josons Holding

- Develop backup and disaster data recovery strategies and design the interface and Idea for Josons mobile application.
- Initiate the 5 developments process; from definition, through design, test, release and maintenance; Test by running identified test cases for identified functionality.

EDUCATION

Master of Science in Computer Communication Engineering

2020

Art Science and Technology University

Bachelor of Science in Computer Communication Engineering

2017

Art Science and Technology University

LANGUAGES

• Arabic

• English

• French

COURSES

Introduction to Cybersecurity

Cisco Networking Academy

Cybersecurity for Small and Medium Businesses: Essential Training

Linkedin Learning

Business Development Foundations: Researching Market and Customer Needs

Linkedin Learning

Using Social Media for Brand Awareness

Lebanese Training Center

SKILLS

Microsoft Office | Installation, Configuration Softwares | Technical and Client Support

Ubiquity Implementation and Setup | Office 365 | Website and Application Design | Networking

Quality Assurance | IT Asset Management | AntiVirus | C, C# | HTML, CSS & JavaScript | SQL