



Elie Khalil

Business Solutions Support Specialist

Eliekhalil_@hotmail.com

70-374255

Beirut, Lebanon

linkedin.com/in/Elie Khalil

Highly organized and detail-oriented honors graduate from the University Lebanese international University

EDUCATION

BS In Management information systems (MIS)

Lebanese International University (LIU)

09/2015 - 07/2018

GPA 3.6

Lebanese baccalaureate In Life Science

Al akhtal al zaghir jdeideh

WORK EXPERIENCE

Business Solutions Support Specialist

Transmed S.A.L

04/2021 - 2022

Beirut, Lebanon and Dubai

- Collaborating with Project Teams to design, unit test, and provide post-release support.
- Analyzing and resolving tickets related to our Warehouse Management System and Mobile Sales Force Application.
- Analyzing and resolving discrepancies between the Sales Application and Warehouse Management System.
- Constantly validating the integration process that imports/export data.
- Providing training sessions to the sales teams on all new features related to the Sales Application.
- Third line of support for offshore businesses (Dubai, Nigeria, Ghana, Ivory coast and Jordan)
- Go live with Project team- Sales Force- Aforza

IT Support Specialist

Transmed S.A.L

06/2019 - 04/2021

Beirut, Lebanon

- Installing and configuring computer hardware, software, systems, networks, printers, switches, access points.
- Verify success or failure of backup jobs
- Providing technical support across the company
- Responding in a timely manner to service issues and requests
- Setting up accounts for new users using exchange console and active directory
- Creating new Virtual machines and monitoring replications on Hyper V
- Setting Up server room for our new office

SKILLS

Good Communication and Organizational Skills

Proven good customer service Background

Details oriented and highly observant

COMPUTER SKILLS

Programming

- SQL, HTML5, CSS, Bootstrap.

Applications

- Sales Force, Aforza, Work Bench 6.3 CE, Microsoft Office, NetBeans, SPSS, Visual Studio, Packet Tracer, VMware, Active directory, exchange console, GSuite, HyperV, SQL, Roadnet, warehouse management system, mobile sales application E-Commerce (B2B, B2C)

Platforms

- windows 7/8/10/11, windows XP, Vista.
- Windows Server 2008/2012/2019

CERTIFICATES

Sales Force and CRM Overview-Coursera

Azure Fundamentals AZ-900-Microsoft Certification (2021)

CISCO Certificate- IT Essential (2017)

Honor of Academic Year (2017)

Honor of Academic Year (2016)

LANGUAGES

English

Full Professional Proficiency

Arabic

Native or Bilingual Proficiency

French

Full Professional Proficiency

HOBBIES

Music

Traveling

Video games