

# Ali El Zein

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www.linkedin.com/in/ali-elzein/

Lebanon

GCC Resident – Qatar

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## Work Experience

Technical Support Engineer – Freelancer

**Audio Visual Technology W.L.L.**

**Qatar**

**2021 – February 2023**

### FIFA World Cup 2022

- Led three engineers to install and track IPTV deliverables by utilizing industry best practices and procedures.
- Coordinated with stakeholders and clients to ensure seamless integration of IPTV services in activation areas by applying preventative maintenance measures and through an active monitoring software resulting in enhanced user experience.
- Managed issue remediation by tracking tickets via ServiceNow and dispatching trained resources.
- Established and maintained strong trust-based relationships with key stakeholders involved by facilitating meetings, fostering communication ties and efficiently reporting updates and system trackers.

### FIFA Arab Cup 2021

- Surveyed a 45,350-person stadium, identifying network, TV, and power availability in various areas.
- Headed a team of 6 in installing IPTV systems, provided expertise and site knowledge, and delegated work tasks.
- Resolved issue reports by responding to tickets; operated a ticketing system to separate issues, and then deployed troubleshooting techniques to close tickets, including remote desktop access.

Intern Consultant

**PwC (PricewaterhouseCoopers) Middle East**

**Remote**

**August – October 2022**

### Tabuk Road Safety Strategy (NEOM) – Saudi Arabia

- Assisted in the generation of data request reports and client interview questions by exercising team collaboration, brainstorming sessions, and native Arabic proficiency to translate and proofread documents.
- Collaborated on the Current State Assessment report by conducting online research to gather benchmark data and best practices. Helped establish a comprehensive development framework covering 6 dimensions, leading practices, and success factors.
- Contributed to the preparation of workshop materials and a 5-year strategy proposal that tackled the challenges faced by the Tabuk road safety ecosystem by utilizing PowerPoint to design and format high-impact slides and deliverables.
- Represented full engagement with project team members by applying effective listening skills to communicate progress updates and share challenges to achieve on-time delivery of project deliverables.

### Final Security Report for the Expo 2020 Dubai – United Arab Emirates

- Conducted in-depth benchmark analysis of the security performance for two large-scale events, which hosted between 3 and 22 million attendees. Led a holistic approach that included the use of best-in-class tools to support data driven decision making.
- Updated PowerPoint presentations by incorporating current data, implementing formatting improvements, and creating visually impactful slides that communicated actionable insights to the clients.
- Presented research data and insights to clients and their teams via Microsoft Teams. Provided clear and professional responses to all questions and clarifications to ensure full understanding and satisfaction.

Engineer in Training

**Ahmadiyah Contracting & Trading Company**

**Kuwait**

**July – August 2019**

### Sheikh Jaber Al Abdullah Al Jaber Al Sabah International Tennis Complex – KITC Project

- Bolstered site management by fostering communication with project team members on progress, tasks, and challenges.
- Coordinated with two contractors to ensure timely completion of tasks and compliance to standards by setting clear objectives and following up with periodic meetings.
- Conveyed progress updates to the manager through regular meetings and reports to better understand site conditions.

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## Education

### Master of Engineering in Project Management

Beirut Arab University • Lebanon • 2021 • GPA: 4.0/ 4.0

Studying the effect of Building Information Modeling (BIM) on risk mitigation in construction projects

- Researched risk management in construction to identify and prioritize the top 33 critical factors hindering project success.
- Designed, tested, and implemented a data collection tool using Google Forms, generating over 45 responses.
- Analyzed gathered data and conducted hypothesis testing in Microsoft Excel, resulting in a significant statistical difference between the two groups.
- Leveraged quantitative research methods, a literature review, and expert interviews to produce a research report documenting the results and recommendations to improve construction risk mitigation.

### Bachelor of Engineering in Civil Engineering

Beirut Arab University • Lebanon • 2020 • GPA: 3.52/ 4.0

Activities and societies: Order of Engineers and Architects - American Society of Civil Engineers

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## Leadership and Activities

Volunteer Engineer

Lebanon

Order of Engineers and Architects

August – October 2020

- Spearheaded a team of six; streamlined site inspections and trained junior engineers on assessing damages.
  - Administered 300+ checklists and bills of quantities of damages sustained by surveying and documenting affected areas.
  - Provided site-specific technical support to service members to safely inspect structurally compromised buildings.
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## Certifications and Training

Applied Scrum for Agile Project Management

Mckinsey Forward Program

Inclusive Mindset

Exercising Leadership: Foundational Principles

Project Management & Other Tools for Career Development Specialization

Procore Certified: Engineer

Advanced Primavera P6

Schedule and Cost Control

IC3 Digital Literacy Certification

University System of Maryland

Mckinsey & Company

PwC

HarvardX

Coursera

Procore

LinkedIn Learning

Order of Engineers & Architects

Certiport