

Dany Tony Semaan

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Professional Summary

Results-oriented professional with extensive experience across IT supervision, commercial management, technical support, and networking. Over the past decade, I have successfully led teams and managed complex operations in various sectors, including government and private industry.

In my current role as an IT Supervisor at the Ministry of Finance in Zahle, Lebanon, I oversee the implementation and maintenance of IT solutions, manage the servers and IT equipment, and support over 200 users.

Previously, as a Site Commercial Manager at Vitale Company in Bujumbura, Burundi, I directed the manufacturing of puffies corn, managed procurement, budgeting, and compliance, and achieved a 60% increase in annual sales growth. My role encompassed financial accounting, sales controlling, and office administration, demonstrating my capability to enhance operational efficiency and profitability.

Professional Experience**IT Supervisor*****Ministry of Finance, Zahle, Lebanon***

Dec 2019 – May 2022 | May 2024 – Present

- Combine operational management, computer systems, networking, and people skills to implement and maintain IT solutions at the Ministry of Finance (Zahle).
- Oversee day-to-day IT requirements for the MOF at Beqaa.
- Manage the servers' room, warehouse room, and all IT equipment maintenance at Bekaa.
- Maintain diverse hardware, software, databases, and networks supporting 200+ users.
- Collaborated with government departments to streamline digital processes, enhancing efficiency and reducing manual workflows.

Site Commercial Manager***Vitale Company Import and Export (Food and Beverages), Bujumbura, Burundi***

May 2022 – May 2024

- Managed and planned operations for a manufacturing facility producing puffed corn snacks.
- Secured raw materials, consumables, staff, salaries, insurance, licenses, and budgets.
- Maintained inventory accuracy of 99% through regular cycle counts and spot checks, monitoring stock levels and expiration dates.
- Sourced and purchased raw materials and services.
- Directed and controlled all aspects of accounts payable, accounts receivable, VAT, banking control, cash control, ticketing control, and IT systems.
- Controlled expenses, labor hours, operating costs, and inventory within assigned areas, overseeing day-to-day financial operations and reporting.
- Prepared daily transactions, payments, purchase orders, stocks, tasks, goals, and accounting records.
- Collaborated with the sales team to maximize profit results and achieve budgetary goals.
- Created and implemented a sales and marketing strategy that increased annual growth by 60%.
- Managed the complete sales process with clients, from initial meetings to proposal development and negotiation.

- Developed and trained a team of 5 to 10 vendors on marketing, advertising strategies, and sales optimization, achieving sales goals for Popsi and Vitale.
- Oversaw office administration and supply chain functions.
- Communicated with active clients and delegated tasks to the team based on priorities.
- Supervised support staff and administrative functions.
- Coordinated administrative procedures and systems, including purchase orders and import container documentation.

Technical Support and System Administrator

Ministry of Finance, Zahle, Lebanon

Dec 2013 – May 2022

- Ensured smooth operation of computer systems and user satisfaction by resolving technical issues.
- Installed and configured Windows Server and networking, managed Active Directory (users, computers, groups), and assigned user rights and access permissions.
- Troubleshoot IP addressing, host configurations, DVR/NVR, and CCTV systems.
- Provided end-user support, including identifying, researching, and resolving technical problems.

Networking (Part-Time)

Virtual ISP, Beqaa, Lebanon

Jul 2013 – Jan 2022

- Installed and maintained networking systems and solar systems.
- Configured and troubleshoot routers and networking devices.
- Managed security systems and security camera installations, including DVR & NVR configurations.
- Sold internet and security system products.

Skills

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| • Leadership | • Budgeting and Costing | • Technical and Mechanical Skills |
| • Communication | • Organization | • TCP/IP and WAN |
| • Time & Risk Management | • Strategic Planning | • End User Support |
| • Task Management | • Industry Knowledge | • Customer Service |
| • Team Management | • Manufacturing | • Server and Networking |
| • Negotiation & Delegation | • Production | • Active Directory |
| • Marketing Strategy | • Sales | • Software Installation |
| • Problem Solving | • Warehouse Management | • Hardware Setup |
| | • Procurement | • Solar Systems |
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Languages

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| • Arabic | • English | • French |
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Education

Master of Business Administration (MBA)

Université Antonine (UA) | Faculty of Business | *Graduated: 2018*

Bachelor of Computer and Communication Engineering (CCE)

American University of Science and Technology (AUST) | Faculty of Engineering | *Graduated: 2015*