

KHALIL RAAD

Beirut, Lebanon

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PROFESSIONAL SUMMARY

IT exec with broad experience in all aspects of technology, auditing and consultancy management. Direct experience with multinational companies. VoIP Engineer, Database Administrator, and Project Manager in a wide variety of business applications. Particularly interested in client/server and relational database design. Always interested in migration projects, as well as close interaction with the DB manufacturers.

EDUCATION

SAGESSE UNIVERSITY

BS in Finance

BA in Business Computing

BEIRUT, LEBANON

SEP. 2006 - SEP. 2009

SEP. 2006 - SEP. 2010

MONT LA SALLE COLLEGE

Technical baccalaureate in Business and Finance

BEIRUT, LEBANON

OCT. 2003 - JUN. 2006

PROFESSIONAL EXPERIENCE

SCONET INC. | OBACKS INC.

BEIRUT, LEBANON - TEXAS, USA

IT SERVICES AND CLOUD HOSTING, 50+ EMPLOYEES, WWW.SCONET.NET | WWW.OBACKS.COM

VoIP Engineer – Project Manager for Large clients (Hybrid)

AUG. 2015 - PRESENT

- End-to-end sales management from lead identification, prospecting and pitching to sales fulfillment
- Corporate customer servicing and relationship management
- Configuration, testing, deployment and implementation of voice network technologies, namely VoIP
- System support including backup (UNIX), DNS, SIP Trunks, Bicom Systems, gloCOM and Virtual Environment
- Generation of regular business analysis and reports covering but not limited to trunk utility,
- Optimization of Firewall and PBX Communication and Asterisk language

LES AFFICHAGES PIKASSO

ALGIERS, ALGERIA - BEIRUT, LEBANON

LEADING OUT-OF-HOME ADVERTISING COMPANY ACROSS THE LEVANT, 100+ EMPLOYEES, WWW.PIKASSO.COM

IT Helpdesk and Support – Providing services for several Levant destinations (Hybrid)

NOV. 2013 - AUG. 2015

- Development of IT strategy and departmental business requirements
- Deployment and configuration of main IT solutions such as back-up tools, anti-virus server and VoIP solution
- Provision of IT support across the network including issue resolution

TELEPERFORMANCE WORLDWIDE

BEIRUT, LEBANON

OMNICHANNEL HEADQUARTERED IN FRANCE. CUSTOMER ACQUISITION MANAGEMENT, 150K+ EMPLOYEES, WWW.TELEPERFORMANCE.COM

Senior IT Agent Helpdesk – Support to all Lebanese clients (On-Site)

JAN. 2012 - SEPT. 2013

- Development of IT strategy and departmental business requirements
- Deployment and configuration of main IT solutions such as back-up tools, anti-virus server and VoIP solution
- Provision of IT support across the network including issue resolution

CREDIT LIBANAIS BANK

BEIRUT, LEBANON

ONE OF THE ALPHA BANKS IN LEBANON THAT REMAIN DEEPLY ROOTED IN THE COUNTRY, 5K+ EMPLOYEES, WWW.CREDITLIBANAIS.COM.LB

IT System Admin – Implementation of IT strategy (On-Site)

SEPT. 2006 - SEPT. 2013

- Oversight of several solutions' operations such as Thompson Reuters, Moody's, Omega Forex and Bloomberg
- Management of IT strategy and policy implementation in coordination with the bank's departments
- Provision of IT support across the network

SKILLS AND INTERESTS

- Languages: Arabic (native), English (bilingual), French (advanced)
- Certifications: Project Management Certified ([IBMI](#)), MikroTik Certified Engineer [MTCNA](#) & [MTCRE](#), Peplink [Certified](#) Engineer, Ubiquiti UEWA [Certified](#) Engineer, Voice Endpoints Sales and Technical Certified Partner at [Poly](#), Grandstream [Certified](#) Specialist, [Yealink](#) CIPPE certified, Bicom Systems [Certified](#) (Technical Assessment), Google Fundamentals of [Digital Marketing](#) Google Cloud [Certified](#) in G Suite, Google [IT Support](#) Professional, Google [Project Management](#) Professional
- Interests and Activities: Chbanieh (Mount Lebanon) Municipal Council Member(May 2025 – Present), Technical Diving (TDI Certified Diver #: 774720/1), SSI Gold Diver (Diver #: 796125C5201654117378-LB), Music [event](#) organization and management, Former patrol leader in the Lebanese Scout Movement, Partner at [Kroum Jdoudna](#) Restaurant