Fahed Khalil

Senior Software Engineer, Senior Technical Support
Operations

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Sehaile, Keserwan, Lebanon

Senior Software & Product Support Engineer with nearly 20 years of experience delivering innovative solutions across diverse industries. Proven success in developing custom features, resolving technical issues, and creating advanced monitoring tools has led to significant improvements in service delivery.

Professional Experience

Novelus, Beirut   July 2020 — May 2025
Senior Software & Product Support Engineer

Resolved complex service issues with tailored client solutions.

Customized product features and handled new backend development tasks.

Enhanced telecom systems with targeted software improvements.

Worked with SQL Server, Vertica, PostgreSQL and COSMOS for data processing.

Built Power BI dashboards for reporting and insights.

Used .NET and .NET Core as framework.

Used C# and Azure Functions for backend development.

Used JavaScript, Angular, and React for frontend and mobile app development.

CODE Technologies, Beirut   April 2015 — May 2020
Senior Software Engineer

Led innovative solutions to streamline government processes.

Executed complex data migrations to improve system integration.

Worked on cloud hosting systems like CloudBlue, managing operations for client environments.

Used .NET and .NET Core as framework.

Used C#, SQL Server, and SharePoint Online for backend development.

Used JavaScript for frontend and mobile app development.

Capital Outsourcing, Beirut   September 2010 — March 2015
Software Engineer

Contributed to cloud initiatives expanding regional capabilities.

Led successful email platform migration projects.

Delivered client-facing solutions tailored to customer needs.

Used .NET and .NET Core as framework. Used C# and SQL Server for backend development

EVER Team, Beirut   October 2008 — August 2010
Software Engineer

Built ECM and CTS web apps.

Delivered solutions for key clients in Qatar and Saudi Arabia.

Supported deployment, troubleshooting, and performance tuning.

Used .NET as framework.

Used C#, SQL Server, and SharePoint On-premise for backend development.

Used JavaScript for frontend and mobile app development.

Guardian Networks, Atlanta, USA   October 2007 — February 2008
Software Consultant

Developed ROAM web and Windows services for streetlight management.

Used .NET as framework.

Built windows services, and backend in C# for remote asset control.

Used JavaScript for frontend and mobile app development.

LibanCo Source Offshore, North Lebanon   February 2006 — October 2007
Software Engineer, Technical Analyst

Developed Retail Management System and led web maintenance team

Supported ROAM Windows Services and completed international training in
Atlanta, GA

Used .NET as framework.

Built web services, windows services, and backend in C# for remote asset control.

Used JavaScript for frontend.

Education

Bachelor in Business Computer
November 2002
University Center of Technology, Koura, North Lebanon

Areas of Expertise

- Software Development
- Feature Customization
- Cloud Services
- Vertica
- Microservices
- .NET, .NET Core
- C#
- Test Automation (Katalon)

- Technical Support
- Monitoring Tools
- SQL Server
- PostgreSQL
- Kubernetes
- Salesforce
- SharePoint
- SharePoint Online

- Data Migration
- COSMOS DB
- Microsoft Azure
- Azure Functions
- Power BI
- Version Control: Git