

Mohamad A. Hajj Ali

IT & Operations Professional

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Professional Summary

Results-driven IT and Operations Professional with 7+ years of experience in mobile services, money transfer systems, and technical support. Strong background in POS configuration, troubleshooting, and operations management. Skilled at optimizing workflow efficiency, resolving complex technical issues, and ensuring high standards of accuracy, confidentiality, and customer satisfaction. Recognized for technical reliability, problem-solving, and maintaining smooth daily operations.

Core Competencies

IT Support & Troubleshooting | Operations Management | POS Setup & Maintenance | Network Configuration | Money Transfer Systems | Customer Service | Problem Solving | Inventory Control

Professional Experience

Mobile Solution – Lebanon

IT & Operations Manager — 2017 – Present

- Manage daily money transfer and mobile service operations with accuracy and confidentiality.
- Configure and troubleshoot POS systems, printers, and mobile software.
- Perform hardware maintenance and software installations for mobile devices.
- Resolve network and internet issues ensuring seamless business continuity.
- Oversee customer accounts, billing, and cash handling with integrity.
- Maintain inventory for devices, accessories, and electronics.
- Provide high-quality customer support and ensure after-sales satisfaction.
- Supervise and coordinate overall shop operations and workflow efficiency.

Mouhieddine Establishment – Lebanon

Logistics & Warehouse Coordinator — 2009 – 2012

- Managed order preparation, stock control, and deliveries across Lebanon.
- Assisted in sales of industrial tools and equipment.
- Maintained accurate records of deliveries and inventory.
- Coordinated with suppliers to ensure product availability.

Education

Bachelor's Degree in Information Technology

Lebanese International University (LIU) — 2016

Lebanese Baccalaureate – Economics & Sociology

Official Secondary Certificate — 2009

Technical Skills

- IT Support & Troubleshooting
- POS & Printer Configuration
- Network & Internet Diagnostics
- Mobile System Setup & Software
- Money Transfer Operations
- Inventory Management
- Microsoft Office Suite

Volunteering & Leadership

Lebanese Scout Movement – Lebanon

Rover Scout Commissioner & Certified Trainer — 2008 – Present

- 15+ years of leadership and community service.
- Designed and implemented training programs for rover scouts.
- Led national and regional camps and educational activities.
- Developed annual strategies and training plans.
- Holder of 4 Wood Badges (Advanced Leadership Qualification).
- Certified Trainer – Lebanese Scouting Federation.

Emergency Response Volunteer – Lebanon

Lebanese Red Cross & Civil Defense

- Certified in First Aid and Emergency Response.
- Participated in rescue and public safety missions.
- Supported emergency and humanitarian operations.

Certifications

- Cisco CCNA – Routing & Switching
- First Aid Certification – Lebanese Red Cross
- Certified Scout Trainer – Lebanese Scouting Federation
- Wood Badge (Advanced Leadership – 4 Beads)

Languages

Arabic: Native

English: Intermediate (Good understanding)

French: Basic