

AHMAD EL ZEIN

Computer & Communications Engineer

Beirut, Lebanon

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Professional Summary

Results-driven Computer & Communications Engineer with over 8 years of experience in telecom, aviation, and fintech sectors. Skilled in operations management, technical troubleshooting, project execution, and customer service. Proven ability to lead cross-functional teams, manage strategic partnerships, and ensure regulatory compliance. Adept at improving performance through data-driven analysis and delivering reliable solutions in fast-paced environments.

Skills

- Operations & Process Management
- Cross-functional Team Leadership
- Customer Service & Retention
- Project Management & Execution
- Strategic Partnerships & Business Development
- Technical Troubleshooting & Telecom Systems
- CRM & ERP Systems
- Telecom Routing & SMS Testing
- Microsoft Office (Excel, Word, PowerPoint, Outlook)

Work Experience

Spare Parts Engineer – Head Section

Saccal, Beirut, Lebanon | Jan 2024 – Present

- Lead a team of technicians and support staff in after-sales and spare parts operations.
- Manage spare parts inventory valued at over \$100K and monitor monthly turnover.
- Prepare and approve daily quotations based on client needs and sales targets.
- Coordinate logistics with operations and maintenance teams to ensure on-time parts delivery.
- Implement CRM tools for tracking sales, service contracts, and invoicing.
- Engage with key clients to negotiate terms, apply discounts, and minimize delivery delays.

Load Control & Ramp Coordinator

Lebanese Air Transport, Beirut, Lebanon | Nov 2022 – Jan 2024

- Created accurate load sheets and ensured compliance with aviation weight and balance standards.
- Supervised ramp operations, including baggage handling, refueling, and aircraft turnaround.
- Served as liaison between pilots, dispatchers, and ground teams for safe flight operations.
- Supervised 15 ramp agents to ensure safety and operational adherence.
- Conducted daily inspections of ground service equipment and loading gear.
- Collaborated with airline teams to improve turnaround time and on-time departure performance.

SMS Operations Leader

International Carrier Services INC, Beirut, Lebanon | May 2022 – Sep 2022

- Monitored international SMS traffic routes with a 95%+ delivery success rate.
- Resolved delivery issues by coordinating with over 20 global telecom partners.
- Ensured compliance with regulatory and anti-spam standards across multiple regions.
- Optimized routing to reduce delivery latency by 15%.
- Led testing campaigns for major enterprise clients to ensure message quality.
- Continuously adjusted routing tables for high-volume SMS traffic for cost-efficiency.

Country Manager & OTT Partnership Executive

Monty Holding, Beirut, Lebanon | Jul 2021 – May 2022

- Secured partnerships with OTT platforms to enhance digital payment integration.
- Oversaw legal compliance across multiple jurisdictions for financial operations.
- Conducted testing of integration pipelines with OTT platforms.
- Managed routing optimization for digital content delivery networks.
- Tested and developed HQ routes with competitive rates to improve delivery reliability.
- Studied SMS market trends to identify growth and benchmark performance.

Customer Service Representative

Touch Lebanon, Beirut, Lebanon | Jun 2016 – Jul 2021

- Managed high-volume inbound customer inquiries via phone and email.
- Resolved issues related to billing, outages, and account management.
- Processed service requests, technical support, and plan upgrades.
- Delivered excellent customer service to ensure satisfaction and retention.

Education

Bachelor's Degree in Computer & Communications Engineering
Lebanese International University (LIU), Beirut, Lebanon – 2019

Certifications

- Communication Skills
- Unit Load Devices (ULD)
- Dangerous Goods Handling
- Aircraft Weight and Balance
- Aviation Safety & Security

Languages

- Arabic: Native
- English: Fluent
- French: Good