

Kamel Labban

IT Project Manager | Business Development & Digital Transformation Consultant

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Summary

IT and Business Development professional with over 10 years of experience leading technology initiatives, managing IT infrastructure, and driving digital transformation projects. Skilled in end-to-end project delivery, system implementation, and innovation management. Experienced in managing development teams, overseeing SaaS projects, and aligning business objectives with technical execution. Combines strategic thinking with hands-on problem-solving across corporate, NGO, and entrepreneurial environments.

Experience

Independent Digital Projects / Founder | Ongoing

Freelance & Personal Ventures, Remote

- Lead end-to-end development projects including websites, mobile apps, and SaaS products for clients across multiple industries.
- Manage a remote team of freelance developers, overseeing UI/UX, backend architecture, and deployment.
- Deliver digital transformation solutions integrating ERP, CRM, and automation workflows.
- Handle full project lifecycle from proposal and client onboarding to launch and maintenance.
- **Technologies:** Odoo, Shopify, WordPress, Power Automate, AWS, Bluehost, GoDaddy, Jira, and custom-built APIs.

Information Technology Officer | 02/2025 to 02/2026

Save the Children International, Lebanon

- Managed IT infrastructure across multiple offices, supporting over 250 staffs across Lebanon and multiple deployment in several countries in the MENAEE region, ensuring continuity, data protection, and compliance.
- Led technology improvement initiatives, including Microsoft 365 integration, device lifecycle management, and cybersecurity awareness programs.
- Coordinated multi-department projects involving procurement, HR, and field operations to streamline digital workflows.
- Designed and implemented IT asset tracking and incident management systems using Jira Service Desk and Power Automate.
- Supported deployment of zero-trust and endpoint security solutions such as Zscaler and CrowdStrike Falcon.
- Introduced automation processes that reduced manual reporting time and improved coordination between technical and programming teams.
- **Technologies:** Microsoft 365, Azure AD, Power Apps, Jira Service Desk, Zscaler, CrowdStrike Falcon, Active Directory, and Oracle Database.

Senior Business Development Officer / IT Consultant | 01/2024 to 1/2025

Innovative Tech, Lebanon, UAE

- Managed client projects from concept to delivery, overseeing planning, technical execution, and post-launch optimization.
- Delivered full-cycle IT and digital transformation projects including SaaS platforms, mobile apps, and website builds.
- Led cybersecurity and IT infrastructure improvements, integrating backup, recovery, and zero-trust solutions.
- Conducted market analysis and developed new business strategies to expand service offerings and client base.
- Maintained key accounts and built strong client relationships, ensuring high retention and satisfaction.
- Designed technical solutions aligned with business goals, collaborating closely with remote developers and consultants.
- Negotiated contracts, managed vendor relations, and optimized project budgets and resources.

- Supported pre-sales activities, lead generation, and proposal development for enterprise and SME clients.
- Provided management consulting on digital transformation, helping clients modernize workflows and systems.
- **Technologies:** Jira, M365, FortiGate, WordPress, Unity Development, WordPress, Shopify, Moodle, Odoo, AWS Cloud.

Technical Project Manager / Senior Information Technology Technician | 03/2019 to 12/2023

Orbit TV, Beirut, Lebanon

- Progressed from IT Technician to Technical Project Manager over five years through consistent delivery and leadership in broadcast and automation technology.
- Directed end-to-end IT and broadcast infrastructure projects, ensuring smooth operations and integration of automation tools across departments.
- Managed installation, configuration, and maintenance of core systems including ETERE MAM, Airtable, Microsoft 365, and Active Directory.
- Oversaw network administration, NAS storage systems, SQL Server databases, and remote server setups.
- Led a small technical team responsible for monitoring system uptime, data backup, recovery, and cybersecurity using Sophos.
- Designed and deployed process automation workflows to improve data flow between production and post-production units.
- Implemented Jira for project tracking and incident management, improving communication and reporting accuracy.
- Ensured quality control and system reliability across digital broadcasting operations, coordinating with production and engineering teams.
- **Skills:** IT Operations, Network Administration, System Administration, Quality Control, Automation, Active Directory, Airtable, NAS, Microsoft 365, SQL Server, Backup & Recovery Systems, Remote Administration, ETERE, Sophos, Asana.
- **Technologies:** ETERE, METUS MAM, Airtable, Active Directory, M365, Jira, NAS, AWS Cloud, SOPHOS, SQL Server.

ICT & Projects / Operations & Monitoring | 04/2018 to 04/2019

Fransabank SAL – Head Office, Beirut, Lebanon

Education

Bachelor's degree in information technology management | 2015

Lebanese American University

Certifications

SQL Server 2012/2014 training course | 2017

New Horizon, Lebanon

Data Analytics Professional Certificate | 2024

Coursera

CompTIA Security Workshop | 2025

Udemy

Skills & Expertise

- | | |
|--------------------------------|----------------------------------|
| • Project leadership | • Client relationship management |
| • Strategic problem solving | • Cross-functional collaboration |
| • Adaptability and innovation | • Communication and negotiation |
| • Time and resource management | • Analytical thinking |
| • Team coordination | • Accountability and reliability |

Languages

Arabic: Native | **English:** Fluent | **French:** Beginner