

Salah Yamout

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PROFILE

Customer-focused IT professional with 4+ years of experience in technical and customer support, system administration, and e-commerce integrations. Motivated, patient, and self-assured, driven by a passion for learning and professional growth. Fluent in Arabic and English.

SKILLS

Technical Skills: Microsoft 365, Databases, Visual Studio, Active Directory, UAT Testing, MySQL, Power BI, API Integrations, ERP Systems, Shopify, ServiceNow, Network Administration, Hardware and Software Troubleshooting and Configuration, and IT Asset Management.

Soft Skills: Communication, Time Management, Active listening, Flexibility, and Problem Solving.

WORK EXPERIENCE

Customer Solution Program Analyst - DHL Express

May 2021 – present

- Managing online technical support and system administration for more than 7,000 DHL booking platform customers, including onboarding, troubleshooting, achieving 95% first-call resolution, and ensuring account security.
- Assisting e-commerce clients with DHL API and app integrations on Shopify, WordPress, and custom websites to ensure accurate checkout rates and seamless shipping experiences.
- Supporting more than 180 employees with hardware, software, Microsoft 365 (SharePoint, OneDrive, Outlook), printers, scanners, and other devices; installing/configuring devices, managing Active Directory accounts, and overseeing IT assets.
- Handling procurement of IT equipment and office supplies, from quotations to purchase.
- Serving as the primary MENA UAT Tester for DHL applications, executing detailed test scenarios to identify issues pre-deployment and ensure a smooth go-live process.
- Overseeing ServiceNow support tickets, resolving local IT issues, and escalating application-related incidents to global support teams when required.
- Maintaining network infrastructure and servers across branches, troubleshooting connectivity issues, and coordinating with ISPs and suppliers to achieve 100% uptime.
- Assisted in replacing old Firewalls, Patch Panels, and Core Switches.
- Completed Power Apps training and developed an app to automate cash payments, including request submissions and approval workflows.

Brand Owner & Content Creator

2013 – present

- Grew several Instagram and YouTube accounts to 100K followers/subscribers in 9 months.
- Founder of eCommerce brand “Zewye90,” managing content creation, inventory, customer engagement, and digital marketing campaigns, successfully driving brand visibility and sales.

Banque Du Liban - Internship

August 2019

- Compiled an analytical report on the bank’s structure and 29 interdepartmental workflows.

EDUCATION

Lebanese American University (LAU) - Beirut

B.S. in Information Technology Management

2017-2020

Cumulative GPA 3.5/4