



Elie Khalil

Chief Technology Officer
ITIL Strategic Leader
Digital Transformation Consultant
Product Manager
Q-commerce Expert

www.linkedin.com/in/elie-g-khalil

eliegkhalil@gmail.com

+961 3 820 988

Jamhour, Lebanon

Lebanese, Armenian

OVERVIEW

- Technical professional carrying over 15 years of experience in digital and IT, with proven success aligning business objectives with technology solutions, administering IT budgets, leading technical teams & optimizing IT systems to achieve organizational goals.
- Track record in crafting long-term Digital and IT strategies, building roadmaps, implementing best practices and managing enterprise-wide technology projects from concept to execution.
- Equipped with exceptional interpersonal, communication, technical, and leadership skills.
- Targeting career-enriched assignments as CTO, Tech Director, and Head of Digital Transformation with a well reputed organization.
- Member of the “Order of Engineers & Architects” – Lebanon.
- Fluent in Arabic and English, good in French.

KEY SKILLS

- | | | | |
|---|---|--|--|
| <ul style="list-style-type: none"> • Strategy Development • Digital Transformation • Technology Integration • Process Engineering • Data-Driven Decision Making • Budget & Resource Allocation • Design Thinking | <ul style="list-style-type: none"> • Leadership & Mentoring • Project Management • Change Management • Product Management • IT Service Management • Stakeholders Management • Remote Team Management | <ul style="list-style-type: none"> • Conflict Management • Problem Solving • Cost Optimization • Performance Tracking • Operational Excellence • Agile & Scrum Methodologies • ITIL standards & Practices | <ul style="list-style-type: none"> • Infrastructure Management • Cybersecurity Management • Enterprise Systems • Emerging Tech (AI/ML...) • APIs & Integration • Cloud Computing • InfoSec Management |
|---|---|--|--|

PROFESSIONAL EXPERIENCE

noknok | Gray MacKenzie Retail Lebanon (Lebanon) ----- Aug 2024 – Present

Chief Technology Officer & Head Of Product

- Develop and implement the company’s technology & product roadmaps in alignment with overall business goals.
- Manage tech strategy, resources, budgets, projects, platforms, services, products & vendors to meet strategic objectives.
- Lead the design & implementation of noknok q-commerce new mobile app and introduce new services.
- Lead & manage the revamp of spinneys e-commerce new mobile app & website.
- Identify emerging technology trends and evaluate their potential to drive business growth and innovation.
- Ensure the stability, security, and scalability of the company’s technology infrastructure, including networks and cloud services.
- Apply product management best practices to drive outstanding UI/UX design and optimize user experience.
- Integrate fintech services like digital wallet management, money transfer & buy now pay later.
- Adopt and integrate AI solutions in business platform to improve efficiency.
- Optimize costs while maintaining the quality and performance of technology services as well as identify and mitigate technology-risks.
- Apply change management practices for seamless tech adoption & integration.
- Collaborate with other C-level executives to align technology initiatives with business needs.

ieng group + noknok (Lebanon) ----- Nov 2020 – July 2024

Group Digital Technology & IT Senior Manager

- Build, develop and lead an in-house Digital and IT team of experts for both ieng group & noknok.
- Develop and lead a cross-organizational digital strategy for the design and management of the company’s IT products/services to enable long term business success aligned with the global vision of the organization.
- Bring digital business transformation in, adopt AI tools, build data analytics capabilities & apply change management practices.
- Understand the latest developments in technological evolutions and connect them to the actual processes and infrastructure.
- Review existing internal business processes and identify areas of improvement.
- Manage and develop cloud-based solutions: Office365, Dynamics365, SharePoint Online, Mobile Applications along with the IT infrastructure to help the company maximize returns.
- Manage the department budget, OKRs, trainings, risks & resources planning.

Group Digital Solutions

- Manage the Technology department of noknok - the fastest groceries delivery service in Lebanon.
- Build and lead a team of developers and consultants in various fields (D365, Mobile App, Front-end, Back-end, QA, Devops...).
- Build a technology roadmap aligned with the vision & growth plan of the organization.
- Respond to digital disruptions, customer demands and needs for new/improved IT-enabled products and services.
- Design, plan and supervise the renovation of the IT infrastructure, enforce IT standards & apply best practices.
- Manage and restructure all cloud solutions across the organization from Active Directory, Office365 and Teams to SharePoint Online, Dynamics365 and Mobile Applications.
- Reduce labor cost and manual processes by applying automation techniques & streamlining processes.

Digital Transformation & IT Manager

- Build the digital and IT strategy/roadmap to support the organization’s vision.
- Plan & manage the move of on-prem systems to cloud to improve accessibility, efficiency, and cost.
- Design and implement analytics solutions to improve data analysis process and facilitate decision-making.
- Achieve effective user experience through optimization of Dunkin mobile application & deployment of advanced features.
- Administer overall aspects of IT infrastructure and systems for Dunkin head office and 35 branches.
- Enhance marketing operations, minimized labor, paper, and printing costs by digitalizing day to day operations.
- Design and manage an ERP system to cover the financial process, production, supply chain and logistics.
- Use budgeting and forecasting best practices to allocate annual IT budget.

Unit Manager - Network & Security | ALCS

- Build, train & lead a team of network and security engineers to execute active & passive networking projects.
- Coordinate with executive management to conduct department budgeting and forecasting process.
- Maintain close communication with international product vendors to keep the team on top of the newly released products.
- Design, implement and maintain advanced networking solutions while applying best practices.
- Plan and execute critical systems/networks migration and upgrades.
- Ensure seamless IT operations by resolving complex networking issues and adopting proactivity.

Senior Network Engineer | ALCS

- Install & configure complicated network solution for corporate clients, banks, universities & others.
- Design and integrate redundant network topologies and disaster recovery sites to ensure high network/systems availability.
- Develop and implement advanced security solutions for IT infrastructures.
- Deploy indoor and outdoor wireless networks in close collaboration with international networking product vendors.
- Install, configure, maintain, and support the entire network of Holcom headquarters (the building is the winner of the world-wide second-best outstanding property in the MIPIM awards 2016) that hosted over 25 different organizations sharing the same network infrastructure and a world-class data center.

Network Engineer | ENS

- Plan, propose and develop enhancement solutions for complicated network architectures.
- Execute critical systems/networks migration and upgrades.
- Deploy indoor and outdoor wireless networks, while strengthening security measures on all layers.
- Deliver high-level technical support to wide-ranging enterprises, banks, ministries, hospitals, and universities.
- Provide training sessions to customers for operating various network products.
- Integrate and configure wide-ranging networks for University of Balamand (redundant core switches,180+ switches and routers).
- Ministry of Finance (150+ L3 switches with full QOS).

WiMAX Core Network Consultant

- Facilitate mobile WiMAX project by developing and implementing entire network infrastructure with disaster recover site.
- Structure overall data path from radio and base stations to core.
- Deploy, configure, and maintain WiMAX Access Service Network (WASN-Huawei) With NMS (M2000) and AAA servers.
- Improve performance of CPEs, while conducting experimental trials and troubleshooting affected areas.
- Plan and integrate the WiMAX network with OSPF network for meeting quality service requirements.
- Administer and support the entire network remotely from Lebanon.

Tech Support Agent

- Provide end user support on internet connection.
- Provide technical support for corporate clients on network and internet connections.

CERTIFICATIONS

- CONFLICT MANAGEMENT:** LCRN Lebanon, 2025
- CBE:** Certified Blockchain Expert, 2023
- ITIL-SL:** Strategic Leader, 2023
- ITIL-DPI:** Direct, Plan & Improve, 2023
- LSSGB:** Lean Six Sigma Green Belt, 2022
- LEADERSHIP:** Dale Carnegie - Emerging Leaders, 2021
- ITIL-DITS:** Digital & IT Strategy, 2021
- ITIL:** ITIL foundation v4, 2020
- COURSERA:** The Power Of Machine Learning, 2020
- COURSERA:** Supply Chain Logistics, 2020
- NSE4:** Fortinet Network Security Expert, 2016
- LEVITON:** Networking Solutions Certified Installer, 2016
- VCP6:** VMware Certificate Professional Network Virtualization, 2015
- ACFE-CPPM:** Alcatel-Lucent Certified Clearpass Policy Manager, 2015
- ACSE:** Alcatel-Lucent Certified Systems Expert, 2017, 2015, 2013
- CCNA:** Cisco Certified Network Associate, 2015, 2008
- ACFE:** Alcatel-Lucent Certified Field Expert, 2017, 2014, 2012
- ACSE-DC:** Alcatel-Lucent Certified System Expert in Data Centers Infra, 2016
- ATP:** HP Accredited Technical Professional – Flexnetwork Solutions v3, 2017
- APS:** HP Accredited Platform Specialist Networking, 2017
- ACSA:** Aruba Certified Switching Associate v1, 2017
- ACMP:** Aruba Certified Mobility Professional, 2017
- ECSE:** Ekahau Certified Survey Engineer, 2017

EDUCATION

- **Digital Transformation – Strategies For Success** - Online
MIT Sloan – School Of Business – Online 2019
- **Masters in Computer & Communications Engineering (JPA 3.6)**
American University Of Science & Technology – Lebanon 2013
- **Bachelor in Computer & Communications Engineering (JPA 3.0)**
- American University Of Science & Technology – Lebanon 2008

EVENTS

- **WEB SUMMIT – PORTUGAL 2025**
- **GITEX GLOBAL – UAE 2025**
- **AI GITEX – SINGAPORE 2025**
- **GITEX GLOBAL – UAE 2023**
- **GEN AI – LEBANON 2023**
- **HUAWEI – CHINA 2018**

INTERESTS

- Chess
- Padel
- Football
- Music
- Cooking
- Drone Flying