

CHAHID SOKHEN

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ICT & Digital Transformation Consultant | GovTech & AI Solutions Expert | Enterprise Architecture Lead

International ICT Specialist and Digital Transformation Expert with 20+ years of experience delivering technology modernisation programs across government institutions, international organisations, and enterprise environments. ICT Consultant and Digital Transformation Lead at UNDP Lebanon, where I led digital transformation initiatives across 15+ government institutions, including ministries, municipalities, and the Lebanese Parliament, achieving 50-70% reductions in administrative processing time through process automation and enterprise platform deployment.

MBA-qualified and AI-certified (USAI), with hands-on expertise in enterprise ICT architecture, AI-enabled service design, low-code automation, cloud infrastructure, and large-scale ICT procurement (USD 50K-1.5M+). Currently active as a university instructor in UX/UI, HCI, and Artificial Intelligence at Holy Spirit University of Kaslik, and available for new consulting, advisory, or full-time engagements. Recognised for translating complex technical requirements into practical, scalable digital solutions within multi-stakeholder public sector environments.

CORE COMPETENCIES AND ACHIEVEMENTS

- **Digital Transformation & GovTech.** Led and supported digital transformation initiatives across 15+ government institutions, including ministries, municipalities, and the Lebanese Parliament. Designed and contributed to implementation of digital platforms (workflow automation, DMS, legislative tracking systems). Achieved 50–70% reduction in administrative processing time through process automation. Enabled transition from paper-based processes to digital systems, improving transparency and operational efficiency.
- **Business Analysis & Process Optimization.** Conducted business analysis, mapped institutional workflows, and translated requirements into technical specifications for enterprise digital platforms. Defined enterprise architectures and integration approaches (API-based systems, cloud-enabled solutions). Supported large-scale mobile data collection and census-related initiatives (thousands to tens of thousands of records).
- **ICT Architecture & Enterprise Systems.** Designed and supervised hybrid multi-site enterprise data centre architectures integrating virtualisation, cloud infrastructure, and software-defined networking. Strengthened enterprise infrastructure resilience through high-availability architectures and disaster recovery frameworks. Led ICT components of Business Continuity Planning (BCP) and infrastructure resilience strategies.
- **ICT Procurement & Vendor Management.** Managed ICT procurement processes ranging from USD 50K to 1.5M+, including infrastructure, networking, and enterprise platforms. Led major procurement processes including technical specifications, evaluation frameworks, and vendor assessments. Chaired Technical Evaluation Committees (TEC) for strategic technology investments.
- **AI & Data-Driven Solutions.** Led initiatives deploying AI-driven conversational systems and Generative AI solutions for public service delivery and knowledge management. Provided advisory support on AI adoption strategies for institutional digital transformation programs. Delivered ICT solutions improving real-time reporting, data accessibility, and decision-making.
- **Stakeholder Coordination & Advisory.** Coordinated with vendors, government stakeholders, and technical teams to ensure successful project delivery. Provided strategic counsel to senior leadership on digital transformation roadmaps, ICT governance, and technology investment strategies across complex, multi-stakeholder environments.
- **Technologies.** Microsoft Power Platform (Power Apps, Power Automate), SharePoint Online, Power BI, Azure, Microsoft 365, Figma, Microsoft Visio, Miro. Cisco, Nutanix, VMware, Citrix, FortiGate, VSAT. Claude, ChatGPT, Prompt Engineering, RAG. REST APIs, low-code connectors, workflow orchestration, business process automation, data collection platforms.

PROFESSIONAL EXPERIENCE

ICT Consultant & Digital Transformation Lead

UNITED NATIONS DEVELOPMENT PROGRAMME, Lebanon

Jan 2012 – Present

- Over more than a decade at UNDP Lebanon, served as the senior technology consultant responsible for driving digital modernization across national government institutions. Led and supported digital transformation initiatives across 15+ government institutions, including ministries, municipalities, and the Lebanese Parliament, delivering measurable improvements in operational efficiency, service accessibility, and institutional transparency. Designed and implemented enterprise digital platforms including workflow automation engines, document management systems, and legislative tracking systems, achieving 50–70% reduction in administrative processing time and enabling a full transition from paper-based to digital operations.

Conducted comprehensive business analysis and institutional workflow mapping, translating complex stakeholder requirements into scalable technical architectures and enterprise-grade integration specifications, including API-based systems and cloud-enabled solutions. Directed the deployment of digital infrastructure for nationwide operational programs, including large-scale mobile-based census operations spanning multiple regions across Lebanon. Designed and supervised hybrid multi-site enterprise data center architectures integrating virtualization, cloud infrastructure, and software-defined networking to ensure high availability and operational continuity, supported by robust Continuity Planning (BCP) and infrastructure resilience strategies across multiple sites.

Managed major ICT procurement processes valued between USD 50K and USD 1.5M+, covering infrastructure, networking, and enterprise platforms. Chaired Technical Evaluation Committees (TEC) for strategic technology investments, ensuring value-for-money outcomes and full compliance with UN procurement standards. Coordinated across vendors, government stakeholders, and technical teams to ensure consistent, timely, and high-quality project delivery. Led initiatives deploying AI-driven conversational systems and Generative AI solutions for public service delivery and institutional knowledge management, positioning UNDP Lebanon as an early adopter of practical AI applications in the public sector.

Head of ICT

UNITED NATIONS DEVELOPMENT PROGRAMME, Lebanon

Jan 2010 – Jan 2012

- Directed Country Office ICT strategy, enterprise infrastructure, and technology governance.
- Led infrastructure modernization, enterprise application development, and ICT service delivery.
- Led initiatives to automate internal workflows and deploy enterprise collaboration platforms.

ICT Officer

UNITED NATIONS DEVELOPMENT PROGRAMME, Lebanon

Jan 2009 – Jan 2010

- Managed enterprise network infrastructure, virtualization platforms, and cybersecurity systems.
- Responsible for system administration, infrastructure monitoring, backup operations, and digital systems support.

Systems and Network Engineer

MTV Lebanon & Studio Vision, Lebanon

Jan 2009 – Jul 2010

- Managed broadcast IT systems, newsroom infrastructure, enterprise networking, and digital media production systems.

Senior Systems Administrator

Lebanese Broadcasting Corporation International (LBCI), Lebanon

Jan 2006 – Jan 2009

- Provided enterprise IT support for large-scale broadcast operations - render farms, storage infrastructure, and production systems.

ACADEMIC EXPERIENCE

Instructor – Design Thinking, User Centric Design, UX/UI, HCI & Artificial Intelligence

Holy Spirit University of Kaslik (USEK), Lebanon

Dec 2021 – Present

- Undergraduate courses: User-Centric Design, Design Thinking, Mobile Interface Design, Usability Testing, Information Architecture, Human-Computer Interaction.
- AI Fundamentals: AI concepts, machine learning, prompt engineering, AI applications in business and public sector, responsible AI usage and ethical considerations.
- Mentor students on real-world UX/UI projects and digital product development.

Instructor - Technical Courses (Part-Time)

Various Institutions, Lebanon

Dec 2012 – Present

- Courses delivered include: Web Development (HTML, CSS, JavaScript), Programming Fundamentals, Computer Networks, Advanced Networking, UX/UI Design & Design Thinking, Management Information Systems (MIS), and Database Fundamentals.

EDUCATION

MBA (Master of Business Administration), Université La Sagesse (ULS), Lebanon

BS in Computer Science, Holy Spirit University of Kaslik (USEK), Lebanon