

Raed Diab

Strategic Partnerships Manager

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PROFESSIONAL SUMMARY

Strategic Partnerships Manager with a strong engineering foundation (MSc, Computer and Communication Engineering) and deep specialization in CPaaS and telecom technologies. Proven track record leading partnership development, business development, and go-to-market strategy with global technology providers, telecom operators, and enterprise clients. Skilled at bridging technical and commercial teams, leading cross-functional initiatives from opportunity assessment through commercial launch, and building high-value, long-term relationships that drive revenue growth, retention, and regional expansion across MENA and international markets. PMP-certified with multiple Huawei ICT and Cisco credentials, and a globally awarded competitor in Huawei ICT Network and Cloud tracks.

CORE COMPETENCIES

Strategic Partnerships & Alliances	Business Development & Growth Strategy	Commercial & Contract Negotiation
Go-to-Market (GTM) Strategy	Cross-Functional Team Leadership	Enterprise Account Management
CPaaS & Telecom Solutions	Digital Transformation	Stakeholder & C-Level Engagement
Business Case Development	Market & Opportunity Analysis	Client Success & Retention

PROFESSIONAL EXPERIENCE

Strategic Partnerships Manager

Monty Mobile – Beirut, Lebanon

Jul 2026 – Present

- Lead the Strategic Partnerships & Growth department, defining partnership strategy and growth objectives for a global CPaaS and telecom solutions provider.
- Develop and manage strategic partnerships with global technology providers, telecom operators, and ecosystem partners to expand company capabilities and market reach.
- Identify and evaluate new business opportunities, emerging technologies, and strategic initiatives aligned with company growth objectives.
- Lead cross-functional initiatives across Product, Engineering, Sales, Marketing, and Operations — from opportunity assessment through commercial launch.
- Build business cases covering technical feasibility, commercial value, go-to-market strategy, and scalability to support executive decision-making.
- Support regional and international expansion by developing strategic relationships with operators, enterprises, and technology partners.

Senior Technical Account Manager

Monty Mobile – Beirut, Lebanon

Oct 2022 – Jun 2026

- Negotiated commercial and technical agreements, aligning client expectations with business objectives and delivery capabilities.
- Directed cross-functional collaboration between engineering, sales, operations, and support teams to accelerate solution delivery and client success.
- Managed a portfolio of strategic enterprise accounts, strengthening long-term relationships and delivering tailored technical solutions that drove retention and expansion.
- Served as senior escalation point for complex technical and commercial matters, ensuring rapid resolution and sustained client confidence.

Customer Service Engineer
Monty Mobile – Beirut, Lebanon

Aug 2022 – Oct 2022

- Delivered comprehensive technical customer support, resolving service queries across CPaaS messaging channels.
- Deployed intelligent chatbots to automate and improve customer support services.
- Ensured client satisfaction through effective troubleshooting of complex technical problems.

EDUCATION

MSc, Computer and Communication Engineering

Oct 2022 – Jun 2024

American University of Science and Technology (AUST) • CGPA: 3.50 / 4.00

IEEE Publications ([IEEE Xplore](#)): “EUR/USD Forex Market Prices Prediction Using MLP” · “BlockPhish: Defense Scheme to Combat Phishing Attacks and Zero-Day Exploits”

BSc, Computer and Communication Engineering

Oct 2018 – Jun 2022

American University of Science and Technology (AUST) • CGPA: 3.58 / 4.00

CERTIFICATIONS & AWARDS

[View verified certificates \(Google Drive\)](#)

- **PMP® – Project Management Professional**, Project Management Institute (Mar 2026)
- **Huawei ICT Competition – Network Track, 1st Place Globally** (May 2024); **Cloud Track, 2nd Place Globally** (May 2025)
- **Huawei Certifications**: HCIP-AI (May 2026) · HCAI Certified Academy Instructor (Jan 2026) · HCIA-Datacom (Jun 2023) · HCIA-5G (Feb 2022) · HCIA-AI (Jun 2021) · HSFTF (Sep 2023)
- **Global Recognition Awards (GRA)** – Award Winner (Sep 2025)
- **Gaby Deek Internet Innovation Award – 1st Prize**, national inter-university competition, Internet Society Lebanon Chapter, for “BlockPhish” cybersecurity project (Jun 2024) ([announcement](#))
- **Machine Learning Engineer** – Brightest / ZAKA AI / DataCamp / Coursera (Aug 2022)
- **Cisco CCNA 1 & 2** (Feb 2022) · **CCNA 3** (Jun 2022)

PROFESSIONAL AFFILIATIONS & INDUSTRY ROLES

- **Judging Panelist** – Antonio Meucci Global Telco Awards (2025 – Present)
- **Judging Panelist, Mentor & Keynote Speaker** – Global Telecom Excellence Hub (2025 – Present)
- **Judging Panelist** – Globee Awards (Apr 2026 – Present)
- **Member** – Project Management Institute, Lebanon Chapter (Mar 2026 – Present)
- **Member** – Internet Society, Lebanon Chapter (Dec 2025 – Present)
- **Technical Ambassador** – ZAKA AI (Mar 2022 – Present)
- **Committee Member, AUST CCE Representative** – IEEE RAS (Apr 2022 – Jul 2023)
- **Volunteer** – Lebanese Civil Defence (Feb 2018 – Present)

LANGUAGES

Arabic – Native / Bilingual Proficiency

English – Full Professional Proficiency