# HASSAN EL KHOURY

Project Manager | M.Sc. Communication engineering | IT | Leadership

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## Summary

An engineer with 12+ years of IT technical and managerial experience, specializing in telecommunications and data engineering. With a Master's in Communication Engineering and expertise in data integration, governance, and troubleshooting, I have a strong track record of improving project efficiency and reducing costs. I excel at leading diverse teams, optimizing timelines, and enhancing stakeholder satisfaction. My experience in industries like banking and logistics demonstrates adaptability, problem-solving, and leadership, driving innovative solutions that align with business goals and accelerate time to market.

## Skills

Project Management, Leadership, Cost Management, Cloud Knowledge, Project Management, Problem Solving, Office 365, Mentorship, Organizational Skills, Project Planning, DevOps (Gitlab), Data Modeling, SQL, Oracle, Snowflake, Data management, Amazon Web Services (AWS), Data Analysis, Qlik Sense, Team Management, Team Leadership, Microsoft SharePoint, Power Builder, SOAP UI, Web services, Java, Data Migration, Problem Solving, Teamwork, Creativity, Critical Thinking, Strategic thinking

## Experience

### CMA CGM
Beirut, Lebanon

**Project Manager (BI & Data Transformation)**
08/2023 - Present

As part of the Assets Department in Marseille, France, I am currently serving as a Project Manager for BI and Data Transformation in Beirut:

- Lead BI projects using Agile and traditional frameworks, delivering projects on time with a 90% success rate in meeting business objectives.
- Apply in-depth BI expertise, implementing data models (Star Schema, Aggregated tables) and ETL processes to optimize data warehousing, impacting decision-making for 4+ departments.
- Drive efficient development and deployment through CI/CD (DevOps) principles, while utilizing SQL and object-oriented programming languages.
- Oversee development and troubleshooting of Qlik Sense Dashboards and DataMart, supporting over 6 business units and mentoring 4 junior and senior developers.
- Foster cross-functional collaboration, improving process efficiency by 20%, while ensuring compliance with data governance and enhancing IT skills across teams.

### CMA CGM
Beirut, Lebanon

**Business Intelligence Analyst**
05/2022 - 08/2023

At the Beirut Digital Hub with CMA CGM, I worked as a Business Intelligence Engineer and Analyst in the Assets department, focusing on data transformation and insights using tools like Qlik Sense. My responsibilities included:

- BI Data Integration: Ensuring data integrity and managing connections to Qlik Sense, while troubleshooting issues across various environments.
- Data Governance: Upholding data security, privacy, and compliance standards.
- Data Analysis: Conducting in-depth analysis to understand data sources and figures.
- Documentation: Recording data models and flows using Atlassian Confluence.
- Qlik Sense Dashboard Development: Creating and updating dashboards and collaborating with stakeholders to meet their needs.
- DataMart Development: Developing DataMarts using DevOps techniques and integrating them with Qlik Sense dashboards.

### Azentio
Beirut, Lebanon

**Senior Technical Consultant**
08/2018 - 04/2022

Path Solutions K.S.C.C. was acquired by Singapore-based Azentio Software Pvt Ltd in Q4 2021. As a senior technical consultant, I reported to the EVP of Global Professional Services and Support (GPSSS) with the following responsibilities:

- Led business and technical support for global clients, managing core banking system maintenance and resolving complex issues, improving client satisfaction by 20%.
- Developed, debugged, and optimized Oracle database queries, PowerBuilder, and Java code, resulting in a 30% reduction in issue resolution time.
- Managing reporting tools using JasperSoft, while creating, maintaining, and troubleshooting both existing and new reports.
- Conducted data migration analysis, implemented core banking solutions at client sites, and tested proprietary software upgrades, ensuring 95% system uptime during migrations.
- Spearheaded integration analysis for Swift, ACH clearing, and ATM systems, including the implementation of Swift Lite 2 and clearing process modifications, improving transaction processing.

# Experience

## Africell Group
### Billing Engineer
Kampala, Uganda
03/2016 - 01/2018

During my tenure at Africell Uganda Ltd, I supported senior consultants in billing troubleshooting and acted as a liaison among reporting, mediation, billing, and customer service.

- Improved billing accuracy by 25% through enhanced verification processes and resolved billing issues using Oracle SQL and PL/SQL for the BSCS iX Release 2 system.
- Managed a billing system handling 100,000+ CDRs monthly while supervising provisioning, quality assurance, and system consistency.
- Created Power BI dashboards to track revenue and SIM churn metrics for the business support unit.
- Assisted in designing and implementing data warehouse solutions with Microsoft SSAS/SSIS, including cube creation, and led billing integration projects.
- Reduced overdue payments by 40% through improved billing reminders and follow-ups, while managing SIM card stock, churn activities, mediation processes, and CDR processing across system nodes.
- Monitored data clearing house activities, ensuring compliance with business rules.

## Nasco Insurance Group
### Application Development Analyst
Beirut, Lebanon
06/2014 - 02/2016

As part of the IT department at Nasco France (a subdivision of Nasco Insurance Group), I was responsible for troubleshooting and maintaining the company's systems and network.

- Troubleshooting & Maintenance: Successfully resolved an average of 50 system issues per month, reducing downtime by 30% and improving system reliability.
- Oracle Forms & Reports Development: Developed and optimized Oracle Forms and Reports for the reinsurance brokerage field, enhancing reporting efficiency by 20%.
- In-House Software: Identified and fixed critical bugs in Oracle software, resulting in a 40% reduction in user-reported issues.
- Intranet Project: Led the development and launch of a new intranet project using Microsoft SharePoint, improving internal communication and workflow and resulting in a 50% increase in user adoption and engagement.

## Alfa Telecommunications
### Customer Service Specialist
Beirut, Lebanon
07/2010 - 04/2013

Served as a customer service representative in the commercial department, reporting directly to the team supervisor.

- Data Support: Provided technical support for postpaid and high-value prepaid subscribers, resolving an average of 90% of issues on the first call, leading to a 20% improvement in customer satisfaction scores.
- BlackBerry Mobile Data Bundle Launch: Assisted in the commercial launch of the BlackBerry mobile data bundle, delivering technical support to over 500 users within the first month, contributing to a significant increase in data plan subscriptions.

# Education

## Lebanese International University
Master's of Science Degree in Communication Engineering
Tripoli, Lebanon
10/2011 - 01/2014

## Lebanese International University
Bachelor's of Science Degree in Communication Engineering
Beirut, Lebanon
12/2008 - 01/2011

# Certification

Qlik Sense Data Architect Certification- 2022 – **Qlik**

Planning and Designing Databases on AWS - **Amazon Web Services (AWS)**

Architecting on AWS - **Amazon Web Services (AWS)**

Developing Microsoft© SharePoint© Server 2013 Core Solution – **FORMATECH**

# Strengths

### Exceptional  Problem-Solving

Ability to diagnose  and resolve complex  technical  issues across various platforms  particularly  in critical  areas such as core banking,  telecommunications, and business  intelligence  systems.

### Leadership  and Team Management

Leading  cross-functional  teams, managing  BI projects,  and promoting team spirit  and collaboration,  showcasing  the ability to lead, inspire,  and manage  diverse groups  of professionals.

### Strategic  Thinking

A strategic  mindset,  coupled  with strong technical  knowledge,  aligning  technical solutions  with business  goals. A driven result of contribution  to long-term projects,  such as process  improvement,  and system  integration.

# Languages

Arabic   Native   ●●●●●

English   Proficient   ●●●●○

French   Proficient   ●●●●○