

Date of Birth: 12/05/1984

Address: Dubai - UAE

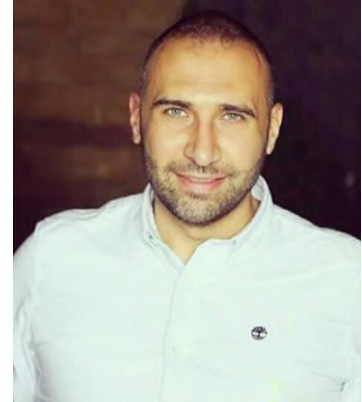
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Email: Fadel.AbouRjeily@live.com

Nationality: Lebanese

Fadl Elias

Sales Manager / Business Development



Profile Summary

- A highly successful, competent team member with a background of extensive hands-on project-management, technical, negotiation, planning and implementation skills.
- A finely honed strategic sense that makes me a value-added and innovative solution provider combined with the proven ability to comprehend the project lifecycle and manage diverse projects.
- A solid technical understanding and the savvy to assimilate, implement, And integrate the systems that form the underpinnings of business.
- The quick adaptability to change and the ability to clearly communicate with users and negotiate with suppliers and maintain / advance the company's standards.
- Managerial skills that allow team coordination, quick assistance and Prompt delivery of projects and support
- Wide Knowledge and experience in Cisco Communication Equipment - Microsoft Products - HP Products - Data Centers - ARCserve - SonicWall - IBM Lotus Domino - Networking infrastructure
- Closing Skills, Motivation for Sales, Prospecting Skills, Sales Planning, Selling to Customer Needs, Territory Management, Market Knowledge, Presentation Skills, Energy Level, Meeting Sales Goals, Professionalism

Education

2010 - 2012

Master's Degree in Information Systems Management

Canterbury University - UK

2003 - 2008

Bachelor Degree in Business Administration

MUBS University - Hamra - Lebanon

2001 - 2002

Lebanese Official Baccalaureate II Experimental Sciences Degree

Achrafieh High School - Lebanon

Courses/Training

2014

ITIL v3 Foundation (Certified)

Formatech - Sodeco - Lebanon

2014

Project Management Professional PMP (Certification in Progress)

Formatech - Sodeco - Lebanon

2013

MCSE

Formatech - Sodeco - Lebanon

2013

CCNA

Formatech - Sodeco - Lebanon

2012

Microsoft Project 2012

New Horizons - Central Beirut - Lebanon

2010

Implementing and Managing Windows Server 2008 Hyper-V

Formatech - Sodeco - Lebanon

2008

Effective Time Management

BCTS - Beirut

2003

A+ and Networking

Mira Technical Center - Hamra - Lebanon

Work Experience

2014 - Present

Sales and Marketing Manager -Mena Region *Pinnacle Consultancy*

Responsibilities:

- Identifying trendsetter ideas by researching industry and related events, publications, and announcements; tracking individual contributors and their accomplishments
- Locating / proposing potential business deals by contacting potential partners; discovering and exploring opportunities
- Screening potential business deals by analyzing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities; recommending equity investments.
- Developing negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.
- Closing new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations
- Enhancing organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Managing Technical department in execution of projects including planning and tracking. Ensuring projects are delivered on time, within specification and budget. Performing gap analysis versus current practice and leading corrective actions to ensure best practices are known and understood within the team and identified company expertise are utilized
- Managing business development managers across Mena region
- Participating in the recruitment and selection of business and technical professionals
- Ensuring sales quota is met and exceeded
- Developing, implementing and executing strategic marketing plans to attract potential customers and retain current ones.
- Implementing and managing marketing plans and campaigns for customers and projects outsourced to the company including social media, SEOs, websites, banners, radios, TV stations, and diverse advertisement platforms
- Execution of market plans and projects across diverse sectors including governmental, technological, Media, Healthcare, FMCG

Responsibilities:

- Technical consultations to clients including the following:
 - Sizing IT Infrastructure needed (server room equipment and requirements, servers, backup, workstations, printers, communication equipment, cabling, software required)
 - Negotiation with IT Vendors for the purchase of the above
 - Procurement and approval for the above
 - Setting up work plans and guidelines with deadlines and implementation procedures for IT staff to implement the IT projects after purchasing the above
 - Setting up training and learning manuals for clients to abide by after delivering the projects
 - Initiating, reviewing and approving maintenance agreements for clients with IT vendors for the infrastructure and software implemented
- Ensuring that standards set by home office are followed and project solutions are the most efficient and cost effective
- Implementing and managing IT Projects for local and remote branches from A to Z
- Managing specifications and procurement activities related to information technology, communications, and multimedia equipment for local and remote branches
- Managing Local and foreign IT staff and providing guidance and escalated support to their following tasks:
 - Properly maintain all computer, communications, and multimedia equipment in local and remote offices and field offices.
 - Assist all staff with computer-related problems, requests, or questions.
 - Work with the Office Manager to resolve problems with network connection caused by factors other than the information technology equipment (electricity, facilities, etc.)
 - Maintain email accounts for all staff and confidentiality of all passwords and other restricted information.
 - Ensure proper functioning of all communications, satellite, computer, and multimedia equipment.
 - Quickly respond to problems or interruption in network access.
 - Local network maintenance and installation (cabling, HUBs and NIC configuration TCP/IP, NAT, TCP/IP printing, windows network and domain services on TCP/IP).
 - WAN connectivity and maintenance (Internet connection and services, Leased line, ISDN and dial-up connection and devices configuration and maintenance).
 - Server and server application maintenance and installation (Hardware integration, Windows 2003-2008-2012 server installation and maintenance, LAN and WAN connectivity, Lotus Domino and messaging system, FTP services, Kaspersky Antivirus Business Security installation and maintenance).
 - Client computer hardware and application installation, configuration and maintenance (Laptops, Desktops, MS Windows, MS Office Suite, Lotus Notes and other mail clients, Kaspersky AV).
 - Maintaining network, system hardware and software changes/issues/updates and user registration, updates and termination.
 - Administer IP PBX extensions and maintain IP PBX hardware and phones.

Titles held from 2005 till 2013:***Mobile Sales System Administrator*****Helpdesk Officer*****Senior Technical Support*****Regional Systems and Infrastructure Administrator*****IT Projects Lead****Responsibilities:**

- Negotiating corporate deals (100K+) with Suppliers for all Transmed branches
 - *Lebanon (7 branches)
 - *Syria (5 branches)
 - *UAE (6 branches)
 - *Jordan
 - *Sudan
 - *Juba
 - *Senegal
 - *Ivory Coast
- Sizing and purchasing IT solutions (software and hardware) for above mentioned branches
- Studying and implementing IT projects based on Company needs including:
 - *Hardware and software sizing and acquisition (Server room equipment, Servers, backup, communication equipment, cabling)
 - *Internet connectivity Implementation
 - *WAN connectivity implementation
 - *User requirements (desktops, laptops, printers, user accounts, access control, IP Telephony)
- Managing and providing escalated level 3 support for communication equipment, Servers, Projects and users - *Operation value of 1,000,000\$*
- Managing Local and remote IT teams
- Managing projects through the use of Life Cycle processes, procedures and tools to include planning, coordinating all project activities, project status meetings, system specifications design and review, technical review, system testing, system implementation, post implementation review
- Developing and maintaining detailed project plans. Responsible for reporting project status to the management
- Providing day-to-day project coordination, planning and implementation of multiple projects across all product lines
- Responsible for collecting, understanding and documenting business requirements and translating those into functional and system design specifications
- Working with the business unit on long term strategies to better use technology and to promote / champion process improvement initiatives.

Achievements:

- Launching complete IT infrastructure in Senegal / Cote d'Ivoire / Juba - *Budget 50,000\$ per country*
- Migration from Active Directory 2000/2003 to Active Directory 2008 including server replacement - *Budget 60,000\$*
- Migration from IBM Lotus Domino to Microsoft Exchange 2010 including server replacement - *Budget 30,000\$*
- Complete Networking renovations for the whole location - *Budget 55,000\$*
- Video Conferencing implementation between Lebanon-UAE-Jordan-Senegal - *Budget 25,000\$ per country*
- Launching complete IT infrastructure in Jordan / Syria - *Budget 50,000\$ per country*
- Launching IT infrastructure in Sudan Location - *Budget 50,000\$*
- Launching new Mobiles Sales System- *Budget 150,000\$*

2004 - 2005

IT Support

Coca Cola

Responsibilities:

- Install and configuring computer hardware operating systems and applications
- Monitor and maintaining computer systems and networks
- Communicating with staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults
- Replacing parts as required
- Providing support, including procedural documentation and relevant reports
- Following diagrams and written instructions to repair a fault or set up a system
- Supporting the roll-out of new applications
- Setting up new users' accounts and profiles and dealing with password issues
- Responding within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritizing and manage many open cases at one time
- Rapidly establishing a good working relationship with customers and other professionals, such as software developers
- Testing and evaluating new technology
- Conducting electrical safety checks on computer equipment.

2002 - 2004

Administrative Assistant

The Club Fitness

Responsibilities

- Cashier
- Administrative Work
- Customer Service

Languages

- | | |
|-------------------|-----------|
| • English Fluency | Excellent |
| • Arabic Fluency | Excellent |
| • French Fluency | Fair |

References

Upon request