

# Hussam Al-Tayeb

<b>Date of Birth</b>	November 15, 1981
<b>Place of Birth</b>	Achrafieh, Beirut, Lebanon
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## OBJECTIVE

*Experienced technical manager seeking a role at a tech company with innovative products and exciting strategies for market growth.*

## WORK EXPERIENCE

My experience is concentrated in administrative, stock management, and clerical/computer related tasks with knowledge of bookkeeping and office management.

### **STL-EC SARL (December 2019 – Present)**

**Title:** Operations Controller.

*Responsibilities:*

- Website maintainer and online present manager.
- Coordination between engineers and accountants.
- Correspondence with potential clients and existing ones.
- Preparing laboratory reports based on data sets collected from the company laboratories.
- Data entry, invoicing, and issuing balance sheets.
- Issuing offers for company services.
- Preparation of service bids, delivery of tender documents, and representing the company in bid opening sessions.
- Overseeing and managing compliance with company policies.
- Coordinating company investments and budgeting projects.

### **Research Center for Culture and Academics RCCA (2017 – 2019)**

**Title:** Assistant Researcher.

*Responsibilities:*

- Participant in funded academic research during which I coauthored multiple articles and journals.
- Proofreading of all publications before their submission.
- Instructor for a computer literacy course, beginner computer programming in C, C#, and Java, and also gave lectures on advocacy of computer related technologies.
- Coordinating and performing counseling sessions for children on domestic safety and academic involvement issues.

## **Tech Appliances (2008 – May 2017)**

**Title:** Assistant General Manager, Warehouse Manager, & System Administrator.

### *Responsibilities:*

- Sales management and invoicing.
- Stock and inventory management and supply tracking.
- Managing online content on the company website including adding new items and their prices, adjusting stock availability, and following up on customer orders.
- Data entry of invoice receipts and payment bills (purchase records) into daily journals on accounting software in addition to generating balance sheets and income statements on Silicon Books software.
- Communication with suppliers and partners.
  - Preparing purchase order requests.
  - Receiving and noting down orders from clients and partners and preparing deliverables.
- Product quality testing.
- Showroom customer service and handling product queries. I also provided online customer support through help desk portals, email, phone, and social media outlets.
- Identifying marketing opportunities for continuous improvement.
- Directing current employees and interviewing prospective ones.
- Assisting the general manager in day-to-day operations in addition to tracking operation cost, pricing, and revenue.
- Analysis of company business records to help specify company direction and resources in order to make best use of the Lebanese market.
- Submitting a monthly PowerPoint presentation to the general manager, Mr. Joe Barakat, and preparing written reports.

I also have plenty of experience dealing directly with sales customers during which I have gained a sizable amount of knowledge in computer hardware. My organized and skillful management of up to 300 customer service accounts at a time within a targeted environment led to a consistent achievement of monthly targets.

I have over 15 years of experience in Linux and connections to Linux development companies such as Red Hat. I can provide support over the phone, helpdesk, email, social media, and help write documentation and manuals for software. I can compile complete Linux systems from source code. I can debug problems, find and report bugs in software, and backport patches. I can use Linux command line tools and system management environments such as systemd. I can create and restore system backups using dd, e2image and others.

## **Lebanese American University, Beirut (1999 – 2001)**

Student assistant at the Registrar's office working with student records (part of the student financial aid program).

## Freelance work

I have also done freelance English language work, including editing reports and research papers, and translation from Arabic to English.

## EDUCATION

- Lebanese American University – BA in Marketing.
- Greater Beirut Evangelical School – Bac II.

## OTHER CERTIFICATIONS

- Training in accounting, cycle of purchasing, sales, and VAT in addition to inventory management, and salary tax declaration forms from Elia ETS accounting and auditing firm.
- Certificate of Pre-Tender Training in Local Resource-Based Technology (LRBT) for Civil Works from the International Labor Organization.

## WORKPLACE RELATED SKILLS

- Excellent verbal communication and active listening abilities.
- Knowledge of office management systems and procedures.
- Strong feedback capabilities.
- Over 12 years of proven management experience.
- Constructive teamwork skills.
- Can think independently and act quickly through a practical and flexible approach to work and excellent problem-solving skills.

## COMPUTER SKILLS

- Word processing (Microsoft Word).
- Spreadsheets, calculations, and charts on Microsoft Excel.
- PowerPoint presentations.
- General computer repair and assembly and advanced knowledge in computer literacy.
- Proficiency in Linux system administration.
- Knowledge of different computer parts, their design, and installation.
- Computer programming in the following languages:
  - C programming language including GLib data types.
  - Platform independent C#.
  - Object oriented programming in C++ and Vala.
- GNUCash, Orange, and Silicon books accounting software.
- Technical writing such as writing procedures, online content, and documentation manuals.

## LANGUAGES

**Arabic:** Native speaker.

**English:** Well spoken and written.