Hussam Al-Tayeb

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OBJECTIVE

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

WORK EXPERIENCE

My experience is concentrated in managerial roles, customer service, data pipeline management, operations control, and clerical tasks with knowledge in bookkeeping.

GroupM MENA (August 2024 – May 2025)

Title: Systems and Data Engineer.

Responsibilities:

- Securing service virtual machines and troubleshooting various system issues.
- Managing backend datasets on Google Cloud Platform and table schemas on Supermetrics.
- Validating data and resolving discrepancies between upstream platform data and data imported to Google BigQuery.
- Onboarding large amounts of client accounts to Google BigQuery.
- Writing scheduled SQL queries to generate tailored tables which the frontend team uses to generate dashboards and reports. This included exposure to Google Looker Studio.
- Writing automation tasks in Python.

STL Engineering & Contracting (December 2019 – August 2024)

Title: Operations Controller.

Responsibilities:

- Coordination between engineers, designers, and accountants.
- Correspondence with existing and potential clients, and Issuing quotations.
- Preparation of service bids, delivery of tender documents, and representing the company in bid opening sessions.
- Managing project execution progress and labor allocation.
- Overseeing and managing compliance with company policies.
- Coordinating company investments and budgeting projects.
- Preparing laboratory reports based on data sets collected from the company material testing laboratories.

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 publications before their submission.

- Instructor for a computer literacy course, beginner computer programming in C and Java, in addition to lectures on advocation of computer related technologies.

- Scheduling counseling sessions for children on academic involvement issues.

Tech Appliances (2008 – May 2017)

Title: Assistant General Manager and System Administrator.

Responsibilities:

I managed three company departments:

1. Leading the online sales management department.
   - Managing the process of receiving RFQs from clients → Preparing quotation requests to suppliers and partners based on item models and part numbers → Sending offers to clients → Receiving POs from clients → Following up with clients → Sending POs to suppliers → Escalating approved orders to the shipping department → Sending invoices to clients.
   - Managing several deliverables such as portfolios and data specification sheets.
   - Managing online content on the company website including adding new items and managing availability.
   - 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.
   - Attending discussion meetings on behalf of the company.
2. Leading the computer showroom sales department.
   - Showroom customer service and handling product queries.
   - Support through email, phone, and social media outlets.
   - Identifying marketing opportunities for continuous improvement.
   - Directing current employees and interviewing prospective ones.
   - 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.
3. Leading the help-desk team which provided support for company web services through email and online help-desk portals. Most customers were in Europe and North America. Services included premium DNS, web hosting, web applications, and VPN accounts.

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.

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

- Editing reports and research papers.
- Data and web app migrations between hosting service providers.

EDUCATION

- LAU Byblos – Completed three years of the bachelor of Civil Engineering program (Incomplete due to private non-academic reasons).
- 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, and PowerPoint presentations.
- Advanced knowledge in computer literacy, different computer parts, their design, and their installation.
- GNUCash, Orange, and Silicon books accounting software.
- Proficiency in Linux system administration with two decades of experience and past connections to individuals from several open-source companies such as Red Hat. I can compile entire Linux systems from source code. I can use Linux command line tools, openssh, and system management tools such as systemd.
- Creation and restoration of full disk system backups using dd, e2image, sync, and others.

LANGUAGE SKILLS

- Arabic: Native speaker.
- English: Well spoken and written.