

Bernard Rizkallah

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Nationality: Lebanese

Date of birth: March 6th, 1984

Marital status: Married

EDUCATION

01/10/2005 — 30/06/2006 C.I.T. (Beirut, Lebanon)

BS – IT Management

PROFESSIONAL EXPERIENCE

Talaco, Mobile and laptop Service Center Supervisor, Project based, 28/May/2019 till 18/September/2019.

1. Create job descriptions for Technical Team.
2. Create job descriptions for Stock Keeper.
3. Create job description for Customer Care Agent.
4. Delegate tasks and responsibilities based on Job Descriptions.
5. Create new repair workflow for all repairs in and out the service center.
6. Create Spare Part Logic for automated stock replenishment in Head Office and for Branches.
7. Create service campaign in order to increase the repair load in Head Office and Branches.
8. Create marketing campaign in order to boost the market knowledge for the availability of service in different branches and showrooms.
9. Created the concept of pick and deliver mobiles for repair from customer locations in order to boost customer satisfaction.
10. Created service contracts with other Authorized Service Centers for the benefit of both parties. Commission based on repair load provided.
11. Created Memo related to different key features for the service center. (how to use the APPs, how to request discounts.

Freelance, Working as a freelancer for small companies in management and web development. In parallel working as an UBER driver in my free times. 01/July/2017 till 20/May/2019.

Huawei Mobiles Regional office, Project Manager, 19/April/2016 till 31/May/2017.

1. Service center rental contract; assign an authorized service provider; execute and control service center BOQ; recruit and train service center team.
2. Responsible on all Terminal devices, Testing and Market Feedback.
3. Responsible for Huawei service provider in Lebanon.

Comtek, AC Holding, service center manager for the HHP and IT department. Hand Held Mobile. 01/May/2013 till 31/January/2016.

- **Project#1:**

1. Expand the service team from 2 technicians to 13 technicians; expand service centers territory (metn area, Tripoli, Beirut)
2. Create divisions and sub-divisions to serve control the workflow for all movements in all service centers.
3. Created new positions in the company such, quality control and galaxy consultant, in order to improve the customer satisfaction.
4. Improve the repair area and implement the ESD precaution.
5. Apply weekly and monthly KNOW-HOW trainings for the customer care team, in order to improve the customer satisfaction experience.
6. Apply monthly technical trainings for service team.
7. Apply the KPI scheme.

- **Project#2:**

- 1- merge the IT department into the HHP department.

Azadea, Assistant Shop Manager for IQube le mall dbayeh. 01/November/2012 till 15/April/2012.

- Train sales team on all KNOW-HOW from sales and technical perspective on Apple products.
- ASTO achievement for year 2012
- ASTO achievement for year 2013.

Espace Buro, HP Imaging and printing certified technical consultant on IPG and third party softwares; 01/January/2010 till 31/October/2012.

- **Project#1: Notre Dame University.**

1. Implementation for Follow ME printing management application, from Ringdale, on windows 2008 R2 server. System was integrated with Active Directory and users connection from SUN, APPLE and WINDOWS.
2. Training for NDU technical team on implemented system usage, reporting and ROI impact.

- **Project#2: Arope Insurance**

1. Implementation for Safecom printing management application on windows 2003 server; with integration with Active Directory.
2. Training for Arope technical team on implemented system usage, reporting and ROI impact.

- **Project#3: Khatib & Aalame**

1. Implementation for Safecom printing management application on windows 2008 R2 server; with integration with Active Directory.
2. Training for Khatib & Aalame technical team on implemented system usage, reporting and ROI impact.

- **Project#4: Laceco.**

1. Implementation for Safecom printing management application on windows 2008 R2 server; with integration with Active Directory.
2. Training for Laceco technical team on implemented system usage, reporting and ROI impact.

- **Project#5: Alba**

1. Implementation for Safecom printing management application on windows server 2008 R2 server; with integration with Active Directory.
2. Training for Alba technical team on implemented system usage, reporting and ROI impact.

Teletrade Computer Systems, Apple Senior Service engineer; 15/Mars/2009 till 22/December/2009.

- **Wellspring Community**, installation for a Mac Server with file sharing server for sixty iMacs running windows XP under boot camp.

ADKom s.a.l, Apple service engineer, Software & Hardware, Dora; 01/January/2008 till 28/February/2009.

- **Notre Dame University**, installation for nineteen Mac Pro, twenty-four Power Mac G4 with an isolated intranet.
- **Armenian Catholicosate**, network and Internet connectivity between all buildings, through LAN and wireless, private networks using the Apple airport extreme and express.
- **LAU Beirut**, integration between Mac Servers and windows stations.

PROFESSIONAL SKILLS

- Self-confidence.
- Excellent interpersonal skills.
- Work well under pressure.
- Respect and Meet deadlines.
- Good at teamwork.

EDUCATION AND DEGREES

- Year 2019: Web Development certified. Full stack.
- Year 2019: Project Management Professional, PMI certified.
- Year 2013: HHP product and L3 technical skills. Samsung Jordan.
- Year 2013: Apple Product Professional, ASTO 2013.
- Year 2012: Apple Product Professional, ASTO 2012.
- Year 2012: HP Sales Certified- Imaging and printing supplies [2012].
- Year 2012: HP Sales Certified- Imaging and printing hardware [2012].
- Year 2012: VEP High-End Color LaserJet Service Qualification (CP6015, CM6040 MFP, CM6030 MFP).
- Year 2012: safecom certified technician.
- Year 2012: SCP (scan-copy-print) training in Germany.
- Year 2012: safecom training in Denmark.
- Year 2012: HP Sales Certified (HP Support Sales Services Level II, 2012).
- Year 2011: HP Sales Certified (HP Support Sales Services Level I, 2012).
- Year 2011: HP Accredited Sales Professional (HP Service Sales).
- Year 2011: HP Accredited Platform Specialist (HP LaserJet Solutions-APS) – Imaging & Printing.
- Year 2011: HP Accredited Sales Consultant (HP Imaging & Printing Supplies).
- Year 2011: HP Accredited Sales Professional (HP Imaging & Printing Solutions).
- Year 2011: Safecom Certified Technician.
- Year 2010: HP Accredited Platform Specialist (HP LaserJet Solutions-APS) – Imaging & Printing.
- Year 2010: HP Accredited Platform Specialist (HP Designjet Solutions-APS) – Imaging & Printing.
- Year 2010: HP Accredited Presales Professional (APP) –Imaging & Printing.
- Year 2010: HP Accredited Presales Consultant (APC) –Imaging &Printing.
- Year 2010: Apple Re-certified Macintosh Technician -SNOW LEOPARD.
- Year 2008: Apple certified Macintosh Technician –LEOPARD.
- Year 2007/2008: comptia A+.
- Year 2005/2006: IT Management, TS3 Informatique-C.I.T

PERSONAL INTERESTS

- Basketball
- Muay-thai
- Fishing
- Outdoor activities
- Camping

LANGUAGE PROFICIENCY

Arabic: Read/writing/oral

French: Read/writing/oral

English: Read/writing/oral