# Profile

Experienced Solutions Engineer with a burning passion for solving business problems using technology, with over 8 years' experience in Software Development & DevOps engineering combined. Instinctive problem solver with a keen interest in cutting edge technology, and improving team efficiency, productivity & development operations. Instinctive problem solver, leader & natural communicator with a keen interest in bleeding edge technology, building on Innate ability to quickly build rapport and trust with stakeholders from Board-Level down to influence and affect change.

| Core Skills  * Strong technical and integration leadership with customers & developers. * Technical Team Management & Support Engineering experience. * Working experience with various Software Development practices, tools & cloud including HTML, CSS, JavaScript, C# & AWS. * Excellent communication with technical and non- technical audiences from C-level down. * Hands on experience integrating software applications using web services & REST APIs. * Ability to understand requirements from stakeholders and communicate with developers. | **Other Skills**   * Created and delivered technical and functional sales presentations that can demonstrate products. * Effective liaison with stakeholders & proven success in nurturing and building strong customer relationships. * Proficiency in developing and maintaining technical documentation. * Solid program management and project oversight. * Excellent problem solving and communication skills. * Strong team player with a high sense of ownership and accountability. * Deep knowledge of full Web project lifecycle. * Tools used: Docker, GCP, Git, Github, Jira, Azure DevOps, Trello, etc.. |
| --- | --- |

# Professional Experience

**Solutions Engineer (October 2021 – Current) –**  *FreeWheel - Remote*

* Was able to onboard ahead of schedule, upskilled and developed knowledge of the Adtech platform and delivered multiple sales demonstrations of the newly learned features & technologies.
* First point of contact for all technical questions, leading discussions with clients to help them implement improvements or changes to the way they use our Saas Platform.
* Working with clients to address technical inquiries and solve issues they face while using the platform, communicating with clients on a regular basis to understand their needs & vision.
* Working with the Product team to prioritise features & improvements to be considered as part of our product roadmap.
* Helping Support teams to address escalated issues and taking on comms with clients for issues that extend beyond support's responsibilities.

**Solutions Architect (October 2018 – Current) –**  *CIty & Guilds Group - London*

* Implemented various improvements for DevOps processes & provided technical support for a wide range of IaaS, PaaS and SaaS applications running on Azure.
* Progressed from a functional capacity to an architectural capacity in the role, taking more responsibility and influence.
* Ran a number of meetings and workshops involving customers and external parties, demonstrated vision and was able to affect change and influence the present parties.
* Delivered multiple presentations, proposals and demo’s to a varying range of stakeholders from leadership down to address business problems and affect change in a soloed environment.
* Technical lead on the migration of a CI/CD pipeline of a medium sized Jekyll website from GitHub (Markdown) & AWS to an end to end deployment in AzureDevOps.
* Understanding business requirements and providing consultative advice on the best approach to implement technology solutions & utilise or build required functionalities.
* Working closely with various teams to investigate escalated integration issues from business users, including troubleshooting infrastructure issues & extending features of existing integrations with 3rd party software & cloud applications.
* Collaborating with technical partner resources to implement efficient DevOps operations & facilitate collaboration & project mobilisation.
* **Skills & Stack: Azure PaaS, Azure Search, Solr, C#, HTML, CSS, JS, QA, TeamCity, Octopus Deploy, Azure DevOps.**

**Technical Solutions Engineer (March 2017 – October 2018) –**  *Avanade UK*

* Leading multiple Enterprise level CMS implementations, from Proof of Concept (PoC) to project delivery, extensively building on technical knowledge and agile delivery:
* Digital Transformation project, assimilated client requirements, created & evolved user stories & features to produce codable tasks for the developers.
* Analysed client requirements and communicated design & implementation approach with the technical team.
* Managed client relationships and organised meetings to fully understand requirements and exceed client expectations.
* Successful delivery within schedule which led to further and more profitable engagements.
* Implemented various solutions to address delivery challenges aimed at improving productivity and streamlining communication in a large team of on shore, nearshore and offshore resources.
* **Skills & Stack: C#, HTML, CSS, JS, QA, VSTS/Azure DevOps.**

**DevOps Architect (January 2016 – March 2017) –**  *Pancentric Digital*

* Designed and implemented a complete end to end Continuous Integration Pipeline which pulls code from GitLab into multiple dev & production environments, along with automation of serialising CMS items using additional steps in Octopus deploy.
* Took lead on Build and Deployment activities of releases including Live deployments and troubleshooting issues in various environments.
* Integrated third party Serialisation tool (Unicorn) to facilitate source control of CMS items and establish an end-to-end CI foundation for future projects.
* Created multiple Docker containers to test varying flavours of MongoDb and analyse aggregated data from various sources.
* Used various scripting terminals including PowerShell & Bash while working with Docker images to create virtual machines, databases and establish network connections across services.
* **Skills & Stack: C#, HTML, CSS, JS, Docker, Teamcity, Octopus Deploy, Server Infrastructure, GCP.**

**Web Developer (July 2013 - January 2016) -** *University of East London*

* **Liaison with technical resources & non-technical business stakeholders to support the transformation of multiple large-scale digital projects from end to finish.**
* Participation & leadership of core efforts in migrating various legacy web solutions into a state-of-the-art enterprise level CMS structure providing a better end user experience.
* Extensive experience working in an Agile Environment as a technical & business consultant to support a team of highly skilled cross-functional professionals, relationship management between clients, contractors & third-party vendors to facilitate the delivery of a large-scale web project. Tools used (**Jira, Confluence, Git**, VSTS etc...)
* Extensive experience working in an Agile Environment as part of a team of highly skilled professionals liaising with clients and contractors to facilitate the delivery of a large-scale Web project that caters for the business and marketing goals of the organisation.
* Implementation of various tests & QA processes to ensure quality delivery & client expectations are met.
* **Skills & Stack: C#, HTML, CSS, JS, QA, TeamCity, Octopus Deploy, VSTS.**

**Web Developer (2009 - 2013) –** *Associate Manager,**ICT Software, Lebanon*

* Developed multiple mobile web applications and web solutions using multiple web & app development disciplines, working with various Mobile Operating Systems & Libraries.
* Hands on experiencing programming in C#, HTML, CSS, JS & practice of other software engineering disciplines.

**MSc, PhD Computer Systems Engineering (2013 - 2015) -** *University of East London*

**BSc Computer Engineering (2009 - 2012) -** *Lebanese International University, Lebanon*

# Other skills

* Excellent MS stack and product knowledge.
* Fluent English (written and spoken). Good French and Arabic.

# Interests

* DeFi, DLT, Sustainable Tech, Aviation & Naval Engineering.