

Cynthia Fayad

Beirut, Lebanon 
(willing to relocate)

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Objective

Seeking a challenging role in the IT industry where I can put my skills and pre-sales experience into practice.

Skills

- Leadership
- Conflict resolution
- Onboarding new partners
- Time management
- Creative Sales Thinking
- Self-motivated and proactive
- Communication and presentation Skills
- Working under pressure
- Technical proposal building
- Team Management

Languages

- English – Advanced
- French – Intermediate
- Arabic – Advanced (Native Language)

Experience

FEBRUARY 2019 – MARCH 2020

Presales Engineer - Iridium Solutions, Iraq

Working remotely from Beirut covering Iraq and performing the below tasks:

- Building and configuring Dell EMC solutions (Storage, Backup, Hyper-converged solutions)
- Working on Hpe, VMware, Veeam, Cisco, and other vendors solutions
- Communicating with vendors, distributors, and customers to reach the perfect solution
- Handling the Oil and Gas customers, bids and proposals
- Addressing customer related issues, sales conflicts and pricing issues in a timely manner.
- Enabling Iridium's team as well as the customers on new technologies when needed
- Approaching old or prospective customers through visits to Erbil and Baghdad
- Preparing and reviewing biweekly sales pipeline and all cost sheets needed

SEPTEMBER 2016 – JANUARY 2019

Presales/System Engineer - Ingram Micro Levant, Lebanon

- Handling HPE Aruba for Lebanon as Presales Engineer
- Handling Dell EMC for Jordan as Technical Sales Quoting, sizing and designing networking/storage/backup solutions
- Organizing quarterly events/ creating ideas like quizzes, webinars and competitions to achieve the targets
- Onboarding new Dell EMC partners in Levant
- Doing regular pipeline review with partners (biweekly)
- Supporting partners in all technical issues, requests and bids
- Achieving the needed Sales/ Technical certifications for both vendors
- Training partners and keeping them involved in the latest HPE/Aruba & Dell EMC technology updates
- Providing basic technical support for all partners

APRIL 2015 – FEBRUARY 2016

Presales Engineer (EMC) - Crystal Networks (CSS), Lebanon

- Handling EMC (Backup and storage products)
- Designing full solution with technical proposal
- Attending customers meetings and getting their need, current environment and concerns
- Providing technical report describing the suggested solution for end users
- Presenting the design and persuading the customer with the solution
- Following up with the end user during and after project implementation stage

Education

OCTOBER 2020 – JULY 2022 (EXPECTED)

Masters of Science in Information Security and Forensics / Arab Open University, Lebanon

SEPTEMBER 2010 - JUNE 2015

Bachelor of Computer and Communication Engineering / Notre Dame University – Louaize, Lebanon

Cumulative GPA: 3.60/4

Certifications

- Innovating in a Digital World (**August 2020**)
- Aruba Certified Switching Associate (ACSA), **December 2018**
- Dell EMC Specialist, Technology Architect | Midrange Storage Solutions, **March 2018**
- Dell EMC Information and Storage Management (ISM V3), **February 2018**

- HPE Sales Certified Aruba Products and Solutions [2017], **February 2017**
 - Selling HPE IT Operations Management Solutions, **January 2017**
 - Aruba Certified Clearpass Professional Certification v6.5, **January 2017**
 - Aruba Certified Mobility Professional Certification v6.4, **September 2016**
 - Aruba Certified Sales Specialist [2016], **October 2016**
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Awards and Honors

- 1st place in HPE Aruba Presales competition for all presales engineers in Lebanon
 - Honor List for all semesters (GPA above 3.2)-25% discount on my tuition fees
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Publication

- October 2014, Conference Proceedings: Harmouch A., Barake R., Haddad H., El Mouccary C., Ghazi N., Bitar Z., Fayad C., Biological Effects of Internet Router Positioning on Human Bodies in Pico Cell Networks, IIEC2014, October 14-16,2014, Irbid, Jordan.