



## Walid N. Achkar

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**OBJECTIVE** To tackle new challenges; to seek better opportunities; to gain more experience and to earn a better life.

**EDUCATION**

1998-1999 University of Balamand, El-Koura

- B.S., Computer Engineering (Not achieved).

1993–1997 University of Balamand, El-Koura

- B.S., Computer Science.

1992–1993 Balamand Secondary School, El-Koura

- Lebanese Bacc. II, Math. Elem.

**EXPERIENCE**

1999–till date **Byblos Bank S.A.L.** *Achrafieh, Beirut*

2005–till date Desktops & IT Support Supervisor

- Desktop support quality assurance: defining the quality monitoring process (average response time, periodic checklists...). Making sure that quality of interventions is implemented, good response time, good follow-up, timely and efficient escalation for all Byblos Bank Desktops and Laptops.
- Ensuring that hardware, software and Data standards are properly deployed on all desktops through on site interventions or through automatic updates and deployment or remote assistance tools.
- Controlling service level agreement with suppliers (CIS, Quantech...)
- Training support officers during their shifts on new technologies and standards implemented.
- Maintaining and ensuring set-up of the Bank's applications on the workstations (Globus, Card Management, Retail, Mecanique, Bancassurance, Credit scoring...) according to current procedures and standards.
- Documenting and updating all Support procedures, Data policy, Hardware policy, and Software policy.
- Testing all Bank's applications and Globus update patches in "Virtual Branch" Lab within Banking Technology Dpt. (BT) before deployment in Branches and HQ.
- Project Manager for deploying Windows XP and all other applications through RIS, BDD and SMS technology from Microsoft. (2005)

1999–2005 IT Support Officer

- Installing and maintaining all necessary infrastructure components on the workstations (MS Windows, MS Office, Antivirus, network setup, service packs, Security patches...)

- Installing and maintaining the Bank's applications on the workstations (Globus, Card Management, Retail, Mecanique, Bancassurance, Credit scoring...)
- Offering to Byblos Bank users a full helpdesk support for all type of applications (Globus, Retail, Cards, Office applications...)
- Ensuring quality control for all calls, tickets, technical incident and infrastructure failures within BT.
- Working with the Globus development team in designing Bank's specific deal-slips and other menus upon request.
- Applying hardware standards on the workstation level (PCs, printers, check readers...)
- Ensuring hardware support on PCs, printers and all peripherals. Coordinating with local suppliers CIS, Quantech, and other suppliers for laptops and printers.
- Coordinator of the merger of Retail Products Dpt. between Byblos Bank S.A.L. and ABN Amro Bank. (2002)
- Deploying SMS 2.0 in 70 branches (including packaging, collections, advertisements, reporting,...) (2004)

1996–1999 **Don Carlos Bookshop**, *Fih - El-Koura*

IT Technician

- Selling computers to end-users.
- Installing and/or upgrading desktop hardware and software.
- Diagnosing and fixing problems associated with any desktop application or hardware including printers, scanners and other peripherals.
- Configuring PC network parameters.

1997–1998 **Ecole Technique Nader**, *Deddeh - El-Koura*

Teacher, Lab Supervisor

- Course: “Technologie de L'informatique”
- Classes: BT2, BT3.

1997 **Villa Nadia (Château des Oliviers)**, *Haykalieh - El-Koura*

Web Page Designer

- Designing the web page: <http://www.chateau-des-oliviers.com>
- Providing continuous updates and Web Hosting for the site

## TRAININGS

- Introduction to Unix (1999)
- AIX V4 System Administration – Quantech (2000)
- Introduction to Globus (2000)
- Security Management System on Globus (2001)
- Globus – Retail Products (2002)
- Bancassurance (2002)
- Modern Project Management (2002)
- Bills Management (2003)

- Bancassurance II (2003)
- Performance Management System (2004)
- Managing Microsoft SMS 2003 – New Horizons (2005)
- Microsoft Management Workshop – Safir Heliopolitan Hotel (2005)
- ITIL Foundation Certificate in IT Service Management - HP Training Center (2007)

## **COMPUTER KNOWLEDGE**

- Pascal, Assembly, HTML, C++...
- Microsoft Operating Systems (DOS, Windows 3.1/95/NT/98/ME/2000/XP/2003)
- Unix (AIX 4.0).
- MS-Access, MS-Word, MS-Excel, MS-FrontPage...
- Graphics Software (Adobe PhotoShop, GIF Animations...).

## **LANGUAGES**

- Arabic, French, English: Fluent