

RABIH EL HALABI

Senior Business Analyst · Implementation Consultant · Technical Account Manager

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PROFESSIONAL SUMMARY

Versatile technical professional with 14+ years of experience spanning software development, enterprise platform implementation, and regional technical support across 7 countries. Proven ability to bridge the gap between complex technical systems and real business needs — gathering requirements, implementing solutions, training teams, and managing stakeholders from client floor to executive level. Currently expanding expertise in data analytics and AI-powered automation. Seeking a Senior Business Analyst, Implementation Consultant, or Technical Account Manager role in the UAE.

CORE SKILLS

- Business Analysis & Requirements Gathering
- Software Implementation & System Migrations
- SQL Server — Scripts, Stored Procedures, Triggers
- SSRS Reporting & Data Visualisation
- Stakeholder & Client Relationship Management
- User Training & Change Management
- Technical Documentation (Manuals, SOPs, Test Plans)
- AI-Powered Automation
- Domain Expertise — Enterprise Platforms
- MENA Regional Operations (7 Countries)
- C# Development Background
- MS Excel & Google Sheets (Advanced)
- Pre-Sales Support & Product Demonstrations
- Cross-Functional Team Collaboration

PROFESSIONAL EXPERIENCE

Regional Software Support Engineer | SABIS Facility Management (SFMS) · Dubai, UAE

April 2019 – Present

- Sole regional support engineer covering four countries — managing all technical and operational software issues for multi-site client networks across the Gulf region.
- Maintained an 80% ticket resolution rate across 200+ support tickets, emails, and calls per operational cycle, consistently meeting SLA targets.
- Built an AI-powered knowledge base that significantly reduced average resolution time and improved first-contact resolution rates.
- Managed SQL Server databases — applying scripts, stored procedures, and archive DB maintenance across regular operational cycles.
- Conducted on-site visits to client locations and regional centres across the Gulf to resolve complex technical and operational issues.
- Served as the primary liaison between regional clients, HQ development team, data team, and infrastructure team — translating technical issues into actionable business requirements.
- Mitigated data loss risk across the regional client portfolio by designing and implementing effective SQL Server backup strategies.
- Delivered regular executive-level progress reports and stakeholder updates to management at headquarters.

Product Consultant | ITB (an ITG Holding) · Beirut, Lebanon + Regional

September 2012 – April 2019

- Implemented and supported an enterprise platform managing the full client lifecycle across multiple operational workflows — from initial intake through to completion and reporting.
- Gathered, documented, and validated client requirements from multiple departments; raised and managed formal Change Requests through to signed approval and live deployment.
- Executed end-to-end implementations for new and existing clients — configuring the system and testing all changes in a staging environment before deployment.
- Delivered comprehensive training programmes to client departments ensuring smooth adoption of new features and system modules.
- Supported pre-sales product demonstrations alongside the sales team, translating technical capabilities into clear business value for prospective clients.
- Built and maintained client-specific SQL Server reports using SSRS across all functional areas of the platform.
- Travelled to and provided on-site implementation and support across seven countries: Lebanon, Egypt, UAE, Turkey, Kuwait, Erbil (Iraq), and Nigeria.

- Managed an independent client portfolio within a team of 4–5, handling all account communications, escalations, and project milestones.
- Analysed client usage data to identify adoption gaps and improvement opportunities, feeding structured insights to the product development team.

Software Developer | *Eduware · Beirut, Lebanon*

December 2010 – September 2012

- Developed the Principal Module in C# for a complete School Management System — covering attendance, staff management, alerts, grades, and reporting dashboards.
- Designed and optimised SQL Server components including stored procedures, triggers, functions, and complex queries across all application modules.
- Collaborated within a team of 4 developers across the full SDLC: requirements analysis, technical design, coding, testing, and deployment.
- Wrote technical documentation (design documents, user manuals, test plans) and provided post-deployment support to end users.

Web Developer (Trainee) | *GlobalVision · Beirut, Lebanon*

July 2010 – September 2010

- Completed intensive training in web development technologies and practices.
- Contributed to Quality Assurance by writing and executing structured test cases for web applications.

CERTIFICATIONS

Google Data Analytics Professional Certificate · *Google / Coursera · In Progress*

- **Foundations: Data, Data, Everywhere**, May 2021
- **Ask Questions to Make Data-Driven Decisions**, June 2024
- **Prepare Data for Exploration**, September 2024
- **Process Data from Dirty to Clean**, September 2024
- **Analyse Data to Answer Questions**, October 2024
- **Share Data Through the Art of Visualisation**, October 2024
- **Data Analysis with R Programming**, *In Progress*

EDUCATION

Bachelor of Science in Computer Science

Lebanese American University · Beirut, Lebanon · July 2010

TOOLS & TECHNOLOGIES

SQL Server · SSRS · C# · AI Tools · Microsoft Excel (Advanced) · Google Sheets · Microsoft Word · PowerPoint · ASP.NET

LANGUAGES

Arabic (Native) **English** (Professional Proficiency)

ADDITIONAL

Co-Founder, Rabela Pastry — Online pastry business operating in Dubai. Responsible for AI-powered content creation, social media marketing, and business process automation. Demonstrates applied expertise in AI tools in a live commercial context.

Personal Website: www.rabihlab.com

References available upon request · Dubai, UAE · Available immediately