

Abdallah Karam
Software Implementation Team Lead

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EXPERIENCE

SOFTWARE IMPLEMENTATION TEAM LEAD – LEXZUR

MAY 2026 – Present

- Managed a 5-person team, allocating resources to efficiently deliver concurrent software implementation projects.
- Assessed client requirements to better tailor and customize software solutions to their specific needs.
- Designed and implemented a comprehensive Jira project, successfully migrating the team's workflow from scattered resources to a centralized management system.
- Spearheaded the development of new internal tooling and automation to streamline software installations, migrations, and upgrades.
- Managed all L3 technical support operations and escalations alongside core implementation deliverables.

SENIOR TECHNICAL SUPPORT SPECIALIST – LEXZUR

MARCH 2025 – MAY 2026

- Conducted root cause analysis for major and repeated technical incidents, resolving deep infrastructure failures.
- Coordinated with QA, release management, and software developers to safely deploy permanent solutions.
- Provided advanced technical guidance, mentorship, and escalation back-up to L1 and L2 teams.
- Spearheaded the development of new internal tooling and automation to streamline software installations, migrations, and upgrades.
- Developed custom SQL queries and bash/javascript/python scripts and automations to deliver custom queries and fix data issues.

IT SUPPORT ENGINEER – ASPIRE SOFTWARE

JUNE 2023 – MARCH 2025

- Provided internal and external IT support across organization departments.
- Documented common IT processes and standard operating procedures.
- Configured, deployed, and administered 1st party applications.
- Delivered technical support for AS/400 and iSeries systems.
- Administered Linux server infrastructure and performed maintenance.
- Managed and administered the internal IT helpdesk operations.

IT MANAGER - ELIEXPRESS LOGISTICS

SEPTEMBER 2020 – MAY 2023

- Analyzed company IT needs and implemented cost-efficient solutions.
- Managed hardware and software acquisition, installation, and troubleshooting.
- Designed, installed, and managed local and wide-area network infrastructures.
- Deployed and maintained security surveillance CCTV systems.
- Managed Active Directory accounts, policies, and domain infrastructure.
- Developed, deployed, and maintained company websites, applications, and APIs.
- Provided customers with dedicated API integration support and technical assistance.

EDUCATION

LEBANESE AMERICAN UNIVERSITY

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY MANAGEMENT

2014-2019

ADDITIONAL INFORMATION

- **Languages:** Arabic (Native) English (Fluent) French (Basic) Turkish (Conversational)
- **IT Skills:** Windows, Linux (Desktop & Server), macOS, TCP/IP, DNS, Physical Network Patching & Termination, CCTV/IPTV Deployment & Administration, Active Directory, IBM AS/400 iSeries.
- **Web Development Technologies:** HTML5, CSS3, SASS, PHP, Laravel, JavaScript, TypeScript, Tailwind, Bootstrap, Material UI, React, Next.js, Node.js, Express, MongoDB, SQL Databases, Redis, Git Version Control, Nginx, Apache, Linux Server Administration, Docker Containerization, Microsoft Azure, AI Integration.