

Hani Eid

(313) 882-2427 – 70 Renaud, Grosse Pointe Shores Michigan, 48236

Objective

To be a recognized contributor in a Technical/Marketing position, where I can continually evolve and fortify my professional skills and demonstrate strong leadership qualities through continual awareness of critical values such as integrity, building customer and team conscious relationships and striving toward flawless execution.

Experience

Web Infrastructure/IT Consultant (May 02-Present) – *Ford Motor Company*, Dearborn MI

Ford Motor Company Web Hosting Center

Responsibilities included:

Handling incident response using the Remedy/GIRS system with an average of 80 incidents per day.
Supporting high-level IIS functionality in an environment hosting approximately 300 web sites.
Administering support for Windows 2000 and NT 4.0 Servers in an environment with over 300 machines
Specializing in web site rolls using Site Server content deployment tools.
Maintain and support WEBTRENDS Application which enables management to monitor and report on the performance, site design, effectiveness and return on investment of their Internet and intranet systems and e-business initiatives.

Network Administrator/IT Consultant (2000-2002) – AppNet/CommerceOne/Ciber

- Managed Windows 2000/NT LAN/WAN network environment.
- Managed IP address pool using Lucent QIP.
- Provided technical support for software and hardware problems.
- Maintained VERITAS tape backup and recovery software.
- Administered Nortel Option 11c phone switch using Meridian Access Terminal software (MAT).
- Controlled Exchange Server 5.5 email server, mailboxes and resources.
- Cloned computers using StorageSoft ImageCast software.

(The following companies were listed as such due to Mergers and Acquisitions)

Billing/PC Support (1999-2000) - *Eastlake Cardiovascular Associates, P.C., St. Clair Shores, MI*

Eastlake Cardiovascular Associates is a medical office with eleven physicians, a patient base of 80,000, and a billing staff of 8 employees.

Responsibilities included:

Interfacing with insurance companies and Medicare to resolve billing issues.
Utilizing various billing systems with PC support including St. John's and Bon Secours Hospital systems to ensure adherence to appropriate billing processes.
Investigating billing issues for patients and organizing patient medical records according to office procedures.

Marketing & Sales Promoter (1997-1999) - *Globe Express Services, Beirut, Lebanon*

Globe Express Services is a cargo and freight-forwarding agency headquartered in Taipei, Taiwan with 20 offices worldwide.

Responsibilities included:

Participating in developing the company's marketing strategies
Increasing the company's customer base and sales within the Lebanese market
Interfacing with top management to establish sales goals and objectives, and working in a participative management environment allowing for independent decision-making.

Marketing & Sales Promoter (1995-1997) - *Young Trading Company, Roumieh, Lebanon*

Young Trading Company is the sole distributor for the L.A. Gear, Murray Billiards, Stairmaster, Life Fitness, and Precor Fitness brands in Lebanon. The company employs a staff of six individuals.

I worked to develop a marketing plan and promotional strategies necessary to attract retail business in a highly competitive market.

Education

Masters of Science in Project Management, M.S. (The George Washington University, Washington, D.C)
Currently enrolled in the program.

Masters of Business Administration, M.B.A. (*Wayne State University, Detroit, MI*)

National Dean's List for 2000-2001
Concentrating mainly on Management Information Systems.

Bachelor of Arts in Business Administration, B.A. (*Notre Dame University, Louaize, Lebanon*)

My general coursework included classes in computer science, mathematics, literature, humanities, statistics, and others. My upper level work was focused upon business, professionalism, planning, and forecasting issues.

Consistently made the Dean's List.

Other Skills & Accomplishments

- Technical skills including applied statistics for computers, business specific software tools, business research (ISO), Policy & Strategic Management, ethics, and coursework in HTML and JavaScript.
- Fluency in English, Arabic, and French.
- Member in the YAD (Youth Against Drugs), which is a group that assists in the rehabilitation of people with drug addictions.
- Best Sports Spirit with the Notre Dame University Varsity Basketball Team.
- Member of the Professional international Business fraternity of ΔΣΠ (Delta Sigma Pi).

References Available Upon Request