



Med. Faysal Sbai

Technical & operational advisor • Systems architecture

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🌐 LinkedIn

👤 February 16, 1988

🚗 Driving License A, B

PROFILE

Hybrid technical-commercial and operational profile with over 15 years of experience in designing, deploying and managing solutions.

Natural interface between management, field teams and clients, with a strong ability to structure, standardize and ensure the reliability of operational environments.

Experienced with high-stakes projects, field constraints and growing organizations.

SKILLS

Systems Expertise

Solution Architecture • System Migration & Modernization • ERP / CRM Integration • Process Automation • Deployment Standardization

Project Management

Requirements & Feasibility Analysis • Data Analysis & Operational Auditing • Strategic Client Vendor Management

Operational Leadership

Multidisciplinary Team Leadership • Management-Field Interface • Strategic Client Relationship Management • Change Management

LANGUAGES

French - Native
English - Professional
Dutch - Basic
Spanish - Basic
Arabic - Native

EDUCATION

Networking & Microcomputing
EFPME, Brussels | 2006–2010

Computer Science
ISJ, Brussels | 2004–2006

INTERESTS

LLM-driven Software Development • DJing • Gastronomy • Watchmaking • Music • Motorsports

EXPERIENCE

TECHNICAL & OPERATIONAL PROJECT MANAGER

2013 — PRESENT

Restomax • RVM - Soft

Operational management of complex technical projects, reporting directly to executive management.

- Central interface between management, clients and field teams
- Pre-sales contribution: analysis, co-design and costing
- Custom solution design and deployment standardization at scale
- Managing manufacturers and vendors to develop hardware suited to real-world constraints
- Monitoring and support of strategic accounts
- Managing a team of installers (~10 people) and coordinating operational departments (up to 30 staff)
- After-sales service management, handling sensitive client situations and continuous process improvement

BUSINESS ANALYST — CONSULTANT — COACH

2021 — PRESENT

Freelance

Supporting SMEs on practical structuring and operational optimization projects.

- Business process analysis and optimization with targeted automation
- ERP/CRM audit and improvement to enhance efficiency and operational consistency
- Internal workflow standardization (orders, deployments, sales management, documentation)
- Scoping and managing compliance and digital transformation projects
- Requirements definition, specifications, vendor selection and coordination
- Production of operational guides and training materials
- Supporting freelancers in structuring their business

TECHNICAL SALES — AUDIO SYSTEMS DESIGN

2006 — 2013

M-Live • Dj Play

Design and architecture of professional sound systems (Hospitality, Retail).

- B2B technical and commercial consulting
- Installation, commissioning and support of custom audiovisual solutions
- User training and post-installation support