

Hamza AbuSabbah – Presales Consultant

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PROFESSIONAL SUMMARY

Presales and enterprise solutions professional with 15+ years of experience across Samsung enterprise mobility, Knox Cloud, visual display, digital signage, and IT solutions. Experienced in solution design, technical consulting, product demonstrations, partner enablement, licensing, deployment support, and customer engagement across the GCC.

EXPERIENCE

Presales Consultant – Enterprise Business, Strategy & Solutions at SAMSUNG Gulf Electronics Jan 2014 – Present

Mobile & Knox Solutions

- Provide presales consultation and product demonstrations for Samsung Enterprise Mobility and Knox solutions.
- Support Knox Cloud solutions including Knox Manage, Knox Configure, Knox Guard, Enrolment, licensing and billing.
- Assist partners and customers with solution design, deployment scenarios, technical validation, and licensing.
- Report VOC, technical issues, product requirements, and improvement requests directly to Samsung HQ.

Visual Display Products and Solutions

- Provide presales consultation to sales teams, partners, and customers on Display Solutions
- Conduct system analysis, solution design, technical validation, and deployment support.
- Present and demonstrate products and solutions.
- Support service teams with complex technical and aftersales requirements.
- Deliver sales and technical training, workshops, and partner enablement.

Sample projects (self-video editing and production): Government: <https://youtu.be/TUtp0z3GW9s> | MBR Library: https://youtu.be/C6NGBs2sV_M

Technical Team Leader at Advanced Interactive Media Solutions (AIMS) – Dubai Mar 2012 – Dec 2013

- Leading technical support and delivery teams (managing, assigning and following up team members tasks)
- Support Installing, configuring, testing, integrating and troubleshooting the Company's hardware and software products.
- Support sales team by presenting and demonstrating the company's solutions.
- Provide various technical support to customers (Remotely/On Site + Software, Hardware, Networking and others).
- Provide Technical Drawing, writing project documentation, and incident reports for technical issues.

Professional Services Officer at Integrated Technology Group (ITG) - Amman Dec 2010 – Feb 2012

- Support sales team by presenting and demonstrating the company's solutions.
- Gathering systems requirements according to customer needs.
- Setting up servers and implementing the system for customers.
- End customer training.
- Reporting technical issues to vendors and customizations requested by the customers to the development team.

IT Specialist at Cobra Industrial Machines - Sharjah Jan 2008 – Apr 2010

- Desktop Developer (Oracle) and Web developer (ASP .NET)
- CNC Machine's Maintenance.
- General IT technical support.

EDUCATION

- **Masters in IT Management (MITM)** - University of Wollongong - Dubai (Feb 2019)
- **Bachelor's in Management Information Systems (MIS)** - Al-Zaytoonah University - Amman (Jul 2007)

TRAINING COURSES

- | | |
|--|---|
| - Knox Mobile Solutions | (Aug 2026 at Samsung Gulf Electronics) |
| - Project Management (PMP) | (Nov 2016 at Katerpillar Training Center - Dubai) |
| - CCNA and MCITP | (Aug 2010 at ITCC - Amman) |
| - ASP .Net Developer (With C# & MSSQL) | (Dec 2009 at Excel-Train - Amman) |
| - Oracle (10g) Developer | (Nov 2007 at ITCC - Amman) |

LANGUAGES

- **Arabic:** Native.
- **English:** Professional proficiency.