

Rabih Metri Bou Serhal

Senior IT Project Manager | PMP | PMI-ACP | QA Lead | OTT & Digital Transformation Expert

Beirut, Lebanon | rabih@bouserhal.com | [+961 3 666 445](tel:+9613666445)

[LinkedIn](#) | <http://www.bouserhal.com>

Lebanese / UAE Golden Visa Holder (Valid until 2034)

Professional Summary

Results-driven PMP-certified IT Project Manager & QA Lead with 15+ years of experience delivering OTT platforms, enterprise IT systems, and digital transformation initiatives across MENA region. Strong expertise in Agile, Scrum, Kanban, SDLC/STLC, QA governance, and performance testing. Proven ability to lead cross-functional teams and deliver high-availability digital products including OTT streaming platforms and enterprise-scale systems.

Core Competencies

- Project Management (PMP, Agile, Scrum, Kanban, Hybrid)
- OTT & Media Streaming Platforms
- QA Strategy, Manual & Performance Testing
- SDLC / STLC / CI-CD Pipelines
- Risk Mitigation & Stakeholder Management
- Budget, Schedule & Resource Management
- IT Operations & Infrastructure
- Network & Cybersecurity Management
- Performance & Load Testing
- Cross-functional Leadership
- Communication & Reporting

Professional Experience

Project Manager & QA Specialist | White Peaks Solutions | 2021 – Present

- Lead OTT platform delivery (Maraya, Sat-7 Plus, ROD, Saudi Radio Plus, Sharjah News, Christa DiPaolo, Whyz, Plus FM, VDL, Bahry, Aloula)
- Manage QA strategy covering functional, regression, and performance testing
- Delivered platforms supporting 300K+ active users across MENA region
- Achieved 99.9% uptime through structured QA and monitoring processes
- Improved release efficiency by 25% using Agile and CI/CD pipelines
- Reduced production defects by 35% through QA optimization

- Managed cross-functional teams of 10–20 engineers and QA specialists

Operations Director | La Macumba – Elefteriades Productions SARL | 2014 – 2021

- Directed strategic operations across departments improving productivity and efficiency
- Streamlined workflows achieving 20% operational improvement
- Implemented leadership development programs
- Ensured regulatory compliance and service quality

Regional IT Manager | OMG Group Holding | 2008 – 2014

- Delivered IT infrastructure solutions (VOIP, Cisco, LAN/WAN)
- Improved regional IT processes and system reliability
- Supported enterprise digital transformation initiatives

Education

Professional Graduate Diploma in Project Management – AUB (2023)

Lean Management Diploma – Haigazian University (2022)

Project Management Diploma – Haigazian University (2021)

MSc Computer Science – University of NorthWest (2005)

BSc Computer Science – Honolulu University (2004)

Certifications

- PMP – Project Management Professional (June 2026)
- PMI-ACP – PMI (2024)
- CAPM – PMI (2011)
- CCNA – Cisco
- ITIL Foundation
- Cybersecurity Essentials
- ISO/IEC 27001 Foundation

Languages

- Arabic – Native
- English – Proficient
- French – Proficient