

Dory Abou Saab

IT Manager | Digital Transformation Leader | ICT, Process Automation & E-Services Expert

With over 25 years of experience in the ICT sector, I have developed extensive expertise in process automation, database and system management, software development, and digital transformation. Holding a BS in Business Computing and a Master's in Computer Science Applied to Management from Saint Joseph University – Beirut (USJ), I specialize in leveraging technology to enhance efficiency, transparency, and innovation.

Currently serving as the IT Manager at CCIA-BML, I play a key role in the digital transformation of chamber services. My work focuses on process re-engineering, traceability systems, e-services, digitization of manual tasks, public administration integration, and smart verification tools, ensuring seamless operations and improved user experience.

I have a strong background in training professionals to use Freight Forwarding ERP and Logistics Software, helping businesses optimize supply chain processes, enhance compliance, and streamline transportation management. My expertise ensures that teams effectively adopt and utilize these digital solutions for improved operational efficiency and real-time tracking.

Additionally, I bring extensive experience in statistics, communication, survey management, social media tools, and e-services, applying data-driven insights to optimize decision-making and enhance service delivery. I also serve as a trainer in simulator usage, international trade systems, and electronic certificates of origin, contributing to the advancement of industry professionals.

Passionate about innovation, I am dedicated to designing and implementing cutting-edge solutions that bridge technology and business, ensuring organizations stay ahead in the digital era.