**Professional Summary**

High-performing PrincipalBusiness Manager with 20+ years experience in implementing IT Strategy, building & optimizing organizational processes, measurement systems, and infrastructure to maximize business results in a diverse and multicultural environment.

Understands key project management components and takes ownership of an assigned project from initiation through delivery till closure adhering to PMI principles and methods. Interfacing with internal and external customers, establishing a collaborative relationship with stakeholders and project contributors.

**PROFICIENCY MATRIX**

**Business and Revenue Management**

**Programs/Projects Management**

**Strategy and planning**

**People/Team Management**

**Customers Management**

**Service Delivery & Support**

**Customer Oriented & Business Centric**

**Business Analysis**

**Process Automation & ERP Implementation**

Accomplished leadership to manage organization business in some territories to increase up company business existance and manintain agreed revenue.

Drive and manage projects plans to overcome road-blocks and ensure the successful completion of projects. Responsible for organizing all project activities including: planning,reporting,interdepartmental meetings and communication ensuring project deliverables remain on schedule. Produces project updates and scheduled reports to project team and sponsors.

Extensive experience working with customers on business and IT planning, strategy, vision, governance and process, turning these into executable plans where to be achieved by teams of engineers.

Accomplished Business Manager; working with and managing high profile projects, teams and customers in different territories with 13+ years of experience in business transformation, team building, business re-engineering, developing and over achieving on revenue and margin targets.

Proven leader with outstanding motivational skills and broad experience working with diverse multicultural teams. Customer Service oriented with an exceptional level of initiative and a high level of integrity.

**Core Competencies & Strength**

* **Business Management**
	+ Interfacing with customers, establishing a collaborative relationship with stakeholders and project contributors.
	+ Working and managing high profile with various IT projects according to ITIL principles and methods, teams and clients in different territories.
	+ Drive and manage projects plans to overcome roadblocks and ensure the successful completion of projects.
	+ Supervise and organizing all project activities to make sure project deliverables remain on schedule according to PMI principles and methods
	+ Extensive experience working with customers on business and IT planning, strategy, vision, governance and process, turning these into executable plans where to be achieved by teams of engineers.
	+ Proven resource management capability with outstanding motivational skills and broad experience working with diverse multicultural teams.
* **Decision Making:**
	+ Makes decisions willingly, sometimes involving ambiguity or calculated risks
	+ Remains comfortable & objective when making decisions under pressure & in areas of uncertainty
	+ Assimilates and evaluates new facts quickly & manages priorities
* **Problem Solving**
	+ Generates insights or creative solutions to apparently complex problems
	+ Systematically breaks down complex problems into component parts and identifies the major and crucial elements
	+ Identifies alternative solutions and evaluates consequences and impact of alternatives
* **Business Development**
	+ Playing leadership role to manage organization business in some territories to increase up organization business existence and maintain agreed revenue.
	+ Customer Service oriented with an high level of initiative
	+ Commits to achieving objectives despite difficulties

**Professional Experience**

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| **Principle Advanced Services Business/Project Manager**  | **October 2006 – Present** |
| Oracle Corporation  |  |

Manage ACS business in assigned territories in a way to increase up existing organization business and maintain agreed revenue by implementing effective business process,control and disciplines.

Responsibilities as following:

1. Acting as an ambassador and primary contact for ACS - representing my customer's interests within Oracle to ensure that my role is seen as value adding and that Oracle is aligned to ACS customer’s priorities.
2. To manage financial, qualitative and team resources in a way that ensures the profitable growth of ACS in managed territories , the quality of team members delivery and day to day personal management of team members –planning / reviewing.
3. Managing contracts and delivery engagement as defined by ACS, including creating and maintaining accurate service documentation.
4. Develop and manage Oracle ACS relationship with designated customers throughout the service engagement in order to maximize the customers' use of Advanced Customer Services – ACS, drive high degree of satisfaction and reference ability, and to protect and enhance ACS revenue streams.
5. Developing and maintaining relationships with senior management across lines of business within the designated customers and relevant third parties.
6. Offering and delivering change management advice to the account.
7. Planning and deploying appropriate ACS activities to ensure effective delivery within agreed budgetary constraints.
8. Establishing and communicating the Service spectrum within the account(s) and identify potential sales opportunities.
9. Ensuring the ACS strategy complements and enhances the overall account strategy
10. Advising the account on the most effective and efficient way to use Oracle support services and products.
11. Assuring and improving the quality of the service and maintain accurate account information.
12. Assist in renewal of ACS contracts and contribute to pre-sales & cross-selling

Due to this position, I managed and delivered several projects including the below:

* QF (Qatar Foundation – Qatar) Oracle eBis R12 upgrade
* MOFA (Ministry of Forgien Affairs – Qatar) Oracle eBis R12 implementation
* HMC (Hamad Medical Corporation – Qatar) Exadata implementation
* HMC (Hamad Medical Corporation – Qatar) Exalogic implementation (1st in MEA)
* HMC (Hamad Medical Corporation – Qatar) Exadata DR creation
* MOL (Ministry of Labour – Qatar) Exadata implementation (1st in MEA)
* MOL (Ministry of Labour – Qatar) Exalytics implementation (1st in MEA)

Managed ACS business in different territories such as Middle East, Africa and Gulf

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| **Middle East** | **Egypt** | **Banking** | 1 | Bank Misr (BM) |
| 2 | National Bank of Egypt (NBE) |
| 3 | Commercial International Bank (CIB) |
| **Telco** | 4 | Telecom Egypt (TE) |
| **Lebanon** | **Banking** | 5 | Bank Audi |
| 6 | Bank Med Sal |
| 7 | Bank Misr Liban  |
| **Gulf** | **Qatar** | **Governmtal** | 8 | Qatar Foundation (QF) |
| 9 | Qatar Olympic committee (QOC) |
| 10 | National Health Insurance Company (NHIC) |
| 11 | Ministry of Foreign Affairs (MOFA) |
| 12 | Ministry of Labor (MOL) |
| 13 | Ministry of Justice (MOJ) |
| 14 | Ministry of Environment (MOE) |
| 15 | General Authority of Customs (GAC) |
| 16 | Kahramaa |
| **Health & Care** | 17 | Hamad Medical Corporation (HMC) |
| **Education** | 18 | Qatar University (QU) |
| 19 | Community College of Qatar (CCQ) |
| **Banking** | 20 | Doha Bank (DB) |
| 21 | Qatar National Bank (QNB) |
| 22 | Qatar Central Bank (QCB) |
| 23 | Qatar International Islamic Bank (QIIB) |
| **Oil & Gas** | 24 | Qatar Petroleum (QP) |
| 25 | Qatar Gas |
| **Telco** | 26 | Oreedoo |
| **Bahrain** | **Telco** | 27 | BATELCO |
| **KSA** | **Governmtal** | 28 | General Authority of Civil Aviation |
| 29 | Mecca Municipility |
| **Pharmacuitcal**  | 30 | Al-Nahdi Pharmacy |
| **Africa** | **Nigeria** | **Banking** | 31 | Nigerian Central Bank  |
| 32 | Access Bank  |
| 33 | United Bank Of Africa (UBA) |
| 34 | Diamond Bank  |
| 35 | Fidelity Bank |
| 36 | First Bank of Nigeria |
| 37 | SKYE Bank |
| **Teclo** | 38 | MTN  |
| **Oil & Gas** | 39 | Oando |

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| **Information Technology Manager**  | **March 2002 – October 2006** |
| [Magrabi Group (Hospitals & Centers) – K.S.A ,GCC](http://www.linkedin.com/search?search=&company=Magrabi+Group+%28Hospitals+%26+Centers%29++%E2%80%93++K%2ES%2EA+%2CGCC&sortCriteria=R&keepFacets=true&trk=prof-exp-company-name" \o "Find others who have worked at this company) |  |

Managing MIS department of Magrabi Group (Hospitals & Centers) in GCC

Responsible of managing all MIS department of Magrabi Group (Hospitals & Centers) in gulf regions implmenting large-scale projects, leading & managing project managers, technicians & multi-functional teams.

Leaded the automation project for all Magrabi Group hospitals and centers in GCC through applying different projects such as (not a full list):

1. HMIS (Hospital Management Information system)
2. FMIS (Financial Management Information System)
3. Pharmacy application
4. Medical Clinics application
5. Laboratory application

Responsible of designing and applying security rules to increase organization information technology operation efficiency to comply with standard ITIL process.

Ensure used hardware is up to the latest technology used and capable to run business operation and plan for future business increase

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| **Snr. Project Manager** | **December 1998 – March 2002** |
| [Ministry of Education - Riyadh, Saudi Arabia](http://www.linkedin.com/search?search=&company=Ministry+of+Education+-+Riyadh%2C+Saudi+Arabia&sortCriteria=R&keepFacets=true&trk=prof-exp-company-name) |  |

Managed several projects to automate and enhance ministry daily business operations leaded designing integrated solutions process, analyzing and developing applications

Management of the following projects achieving timely delivery, end user satisfaction, optimal cost and final success:

* Personnel & Payroll System
* Accounting Application
* Purchasing Application
* Budget Application
* Custody Application
* National Families Application
* Archiving Application

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| **Development Consultant**  | **January 2000 - December 2000** |
| Knowledge Net Comp. - Riyadh, Saudi Arabia  |  |

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| Consultations for designing and developing teams in order to develop Shares Trade Management System (TradeNet Application), the broker system in Saudi Arabia where brokers and stockholders can maintain all brokering operations to trade shares and stocks. |  |

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| **Senior Systems Analyst & Designer** | **June 1999 - October 1999**  |
| Nile Soft International - UK  |  |

Perform a variety of analyzing, designing and developing activities for different projects such as Terms Selling System. (Goldi Company)

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| **Senior Systems Analyst & Designer** | **August 1996 – November 1998** |
| Team Engineering and Management Consultants (Team Egypt) Cairo, Egypt  |  |

Perform a variety of analyzing, designing and developing activities for different projects such as (not a full list)

* **Hebron Project " El-Khalil " - Palestine**
	+ Purchasing Application
	+ Payroll & Personnel Application
	+ Finance Application
	+ Car Maintenance Application
* **Arab League "U.N."**
	+ Purchasing Application
* **Team Egypt**
	+ Finance Application
	+ Conference Application
	+ Library Application
	+ Mailing Application
	+ Time Sheet Application

**Education & Qualification**

**Business Level**

* MIBA (Master International Business Administration)

**Managerial Level**

* ITIL (Foundation,Design,Operation)
* PRINCE2
* PMP
* SCRUM
* Management And Leadership Award
* SDM Managing Simulation
* Effective Meeting Management
* Personal leadership & influence program - CMI

**Technical Level**

* Professional Certificate in Computer System & Programming
* OCP (Oracle Certified Professional) - DBA
* OCP (Oracle Certified Professional ) - Developer
* OCAD (Oracle Certified Application Developer)
* OCIAD (Oracle Certified Internet Application Developer)
* JDeveloper 9i
* Advanced DBA ( Partitioning – Replication)
* Oracle Application Server 10g Administration
* Oracle 10g New features
* Linux Essential
* Linux Administration
* Java Programming
* Servlets
* JSP
* BC4J
* Uniface 6.1
* Dbase IV.
* Dbase IV Programming.
* COBOL.
* Lotus 1.2.3
* Front Page 2000

**Soft Skills Level**

* 7 Habits Of Highly Effective People
* Innovation

**General & Personal Skills**

* Leadership & Team coaching
* Problem solving skills ,Strategy formulation
* Presentation skills & Pre Sales skills
* Self-motivation , Development & Fast learning
* Excellent Written & Verbal Communication
* Dynamic, hardworking & ability to work under pressure
* Developing Strong working relationship with different stakeholders

**Honors & Awards**

* Management And Leadership Award - CMI