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| **MOHAMED**  [**MOHAMED.332658@2freemail.com**](mailto:MOHAMED.332658@2freemail.com)  **~ Senior Level Assignments ~**  **~ Project Management ~ Business Analysis ~**  **Industry Preference:** IT/ Telecom/Aviation | | |
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| core24x24icons Key Skills |  | knowledge24x24icons Profile Summary |
| |  | | --- | | Project Management | |  | | Business Analysis | |  | | Liaison & Coordination | |  | | Stakeholder Management | |  | | Performance Management | |  | | Business Intelligence  Oracle Unified Method (OUM) | |  | | Change Management | |  | | Team Management | |  | |  | * Result-oriented professional with **over 9 years** of experience in Project Management, System Engineering, Cost Control, Client Relationship Management, Performance Management, Team Management * Presently associated with **Imovation FZ L.L.C., Dubai Internet City, UAE as Project Manager** * Swift in completing projects with competent cross-functional skills and making sure on time deliverables within cost parameters * Proficient in managing DC, Active Directory, DHCP, DNS & Print Servers includes the internal network (LAN), the company-wide network (WAN) and the corporate Internet connection * Hands-on experience in evaluating risks and developing strategies to overcome project obstacles * Wide array of methodologies including Agile, RAD, SDLC, Unified Process, Oracle Unified Method (OUM), TOGAF ADM, and Oracle Architecture Development Process (OADP) * An enterprising leader with skills in leading personnel towards accomplishment of common goals |
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| softskills24x24icons Soft Skills |  | edu24x24icons Education |
| Team player  Communicator  Innovator  Thinker  Collaborative  Intuitive |  | * 2008: Bachelors in Computer Science from High instItute of Management & Information Technology, Egypt, Helwan University   *(Study focused on Engineered and implemented a local Gigabit network used for system backups and Virtual Machine migration)* |
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| career24x24icons Career Timeline | | |
| Etisalat, UAE & Egypt as Reporting & Analysis Senior Specialist / Project Manager  Tiger Aviation Services, Egypt as IT Technical Support Specialist  Xceed Contact Center, Egypt as IT Technical Support Specialist  Imovation FZ L.L.C., location, UAE as Project Manager  2007 - 2010  2010 - 2010  2011 - 2014  2014-till date | | |

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| exp24x24icons Work Experience  **Since Dec’14 with Imovation FZ L.L.C., Dubai Internet City, UAE**  **Presently designated as Project Manager**  **Growth Path:**  Dec’14 to Mar’16: Technical & Systems Support Supervisor  Mar’16 to till date: Project Manager    **Role:**  **As Project Manager**   * Contributing towards reviewing, evaluating, formulating and executing project plans, schedules and budgets for small to mid-size IT and organizational projects * Collaborating with clients (Chalhoub Group, Club Apparel, Etisalat and so on) to coordinate project systems testing, installation and support * Monitor and support Government projects such as ( RTA Payroll convertion Project) progress to ensure successful delivery and addressing risk and issues as earliest in the project phase * Instituting project scope and liaising with team members to develop project plan, including schedules and budgets of up to $500k * Supervising relationship with project stakeholders, keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables   **As Technical & Systems Support Supervisor**   * Regulated setting up of the required BLP (Bonus Loyalty Program) with the required loyalty tier rules and methods * Managed configuration and maintainence of all Margento terminals back-end * Evaluated products and new updates for compatibility, expandability and ease of use and support * Recommended procedures to enhance client experience and suggest methods to get better overall support to management * Performed technical, analytical and administrative work in the planning, design and installation of new and existing systems   **Highlights:**   * Played a key role in overcoming undefined goals and scope changes or scope creep challenges during the completion of Chalhoub (Level Kids) project by thoroughly analyzing and gathering requirements during the initial stages of the project and ensuring to involve critical stakeholders throughout the project phases (especially during the planning phase) * Holds the distinction of taking several measures such as testing the latest Margento Terminal Firmware, checking the system requirements and POS Location Linked to each terminal to ensure that system was in line with requirements specified by clients * Efficiently used knowledge of RDMS for analysis, scripting, troubleshooting application and data interface issues * Experience with PJM Methodology 4.1 and OUM – Oracle Unified Method * Pivotally led application change projects, wrote SQL queries to research, and set up business rules to modify MLS functionality * Acknowledged for monitoring important documentation such as Project Management Plan, RFPs, Technical POS Integration Documents on behalf of the company * Successfully received the Etisalat Innovation Program in recognition of Mar’14 for creating the Outage Tool for Etisalat Outsource Call Center   exp24x24icons Previous Work Experience  **Jan’11 to Dec’14 with Etisalat, UAE & Egypt**  **Reporting & Analysis Senior Specialist / Project Manager**  **• Follow PMO process and procedures. Experience in Controlling, monitoring and optimizing the Performance &users access to the database.**  **• Daily work in data modeling concepts with a good knowledge of Data quality, master data management and data integration solutions.**  **• Creating required Web applications for other areas to access the database results with an easy Interface.**  **Growth Path:**  Sep’12 to Dec’14: Data Analyst/Project Manager- Etisalat (UAE)  Jan’11 to Sep’12: IT Technical Support Specialist - Etisalat (Egypt)  **Apr’10 to Dec’10 with Xceed Contact Center, Egypt**  **IT Technical Support Specialist**  **Sep’07 to Mar’10 with Tiger Aviation Services, Egypt**  **IT Technical Support Specialist**  Projects Acheivments  Project Name: Bonus Loyalty Points (BLP) System for Clup Apparel 2014 (Current)  Employer: IMovation  Description: successfully delevering more than 1000 Terminals to Clup Apparel with it's seprated BLP system for different brands Such as ( Aldo, Kids Palace, Tim Hortons, Cold Stone, etc..) and Collaborating with the client for setting up the required BLP (Bonus Loyalty Program) with the required loyalty tier rules and methods to met with the customer requirments and making sure we have the required UAT with the client.  Project Name: Bonus Loyalty Points (BLP) System for Etisalat Egypt (current)  Employer: IMovation  Description: successfully delevering more than 1500 Terminals to Etisalat Egypt distriputed into different Location across Egypt connecting to Etisalat seprated BLP system for different brands Such as ( Carrefour, Macdonalds, Cinemas, etc..) for Collecting and redeeming points trhough Etisalat MORE program in egypt and setting up the required BLP (Bonus Loyalty Program) with the required loyalty tier rules and methods to met with the customer requirments and making sure we have the required UAT with the client.  Project Name: Outage Tool (2014)  Employer: Etisalat  Description: The main task for the porject was to Create a software tool to let the call center agents record the status of all internal systems such as HP trouple ticketet, siebel, etc.. so we can review the issues and timeline of each application to enhance the stability of all internal application and help the IT team to solve the outage in shorter time.  As a PM I was responisble for Planning and executing the project with the top management and make sure the application is have a freiendly UI with less cost and delivered it on time.  Project Name: Etisalat UAE outsource call center (2012)  Employer: Etisalat  Description: The Project was about Creating the the New Outsource Call Center environment, by deploying and  implementing More than 100 Machines, Connecting with the Avaya IP Softphone Release 6.0 Service  Pack 9 configured on windows Vista & 7, i was Responsible For coordinating with the budgeting and  management team to see what are the requirements for this environment to meet the Current  technologies and Competency in the market, i was the leader of the IT group that was responsible for raising up the environment and make it up on time.  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.pngCertifications   * 2015: Certified Project Management Professional (PMP) * 2014: Information Technology Infrastructure Library (ITIL (V3) Foundation) * 2012: Microsoft Certified Systems IT Professional Windows Server (MCITP) * 2012: Comptia A+ Certified Professional * 2008: Microsoft Certified Systems Administrator (MCSA) * 2008: Microsoft Certified Technology Specialist SQL Server (MCSE) License Number: * 2008: Microsoft Certified Systems Engineer Windows Server (MCSE) License Number:   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Training-Attended24x24icons.png Trainings   * Business Intelligence Technologies & Data Mining from ESLSCA Business School * CCNA * MCDBA * [Oracle Database SQL](https://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=653&get_params=p_id:457#tabs-1-1) * CompTIA Security + * Linux System Administration   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Soft-Skills24x24icons.png Technical Skills   * C#, ASP.NET, HTML5, CSS, XML, DHTML, JQuery and Javascript. Microsoft SQL, MY SQL Server Database Design * Web Technologies and Protocols: IIS, APACHE, HTML, JSON, HTTP, PHP, AJAX * JIRA, Microsoft Project, Primavera or similar task and project tracking tools * PM methodologies and tools such as Prince 2, Agile, Waterfall, Ms Project, Basecamp |