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| **Mazen Abu-Ali – 2008308**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |

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| **Sr. IT Project/Program Manager and Lead Consultant** |
| *My objective is to keep learning and make a positive difference every day. With more than 20 years working with clients and stakeholders at the executive level and behind the trenches, as a project manager, customer support engineer, IT manager, consultant, and business development manager.I strive to utilize my knowledge and experience in helping organizations maximize ROI on their HC IT & Technology investments by identifying optimal solutions that best serve with their objectives and business strategy.*  Project management: Worked with various vendors and solution providers, consultants, and project teams onshore and offshore, to achieve quality objectives within time and budget. Successfully managed very challenging, high risk, and complex projects by identifying and quantifying objectives, establishing project management methodology and tracking tools, managing change, identifying and managing risks and issues, and maintaining communication with stakeholders all the time. Used SDLC Waterfall and Agile methodologies in managing IT and business Solution project and program teams in healthcare and other industries such as retail, manufacturing, and government.  Business development and marketing: As part of my duties during my work with ATC, ATG, Masiya, Ventures Healthcare, and SysLogic; I managed or participated in business development and marketing of products, solutions, and services. conducted market studies, and created business plans with projected sales and budgets.  Change management: Helped and enabled the adoption of automation and new processes by listening and working with stakeholders, identifying change agents, encouraging leadership support, maintaining organizational alignment and developing appropriate interventions to minimize business disruption.  PMO experience: Worked with customer on identifying PMO model, mission, budget, process methodologies, and resources. Established governance and appropriate structures and processes for program and project selection and execution, work allocation, performance management and reporting. Managed delivery of programs and projects involving cross functional teams according to PMO guidelines, with effective leadership on direct and non-direct reports. Managed PMO auditing and helped team by training, coaching and direction.  Solution customization and delivery management: Managed cross-functional teams in the delivery and implementation of IT solutions and infrastructure projects. Worked with clients in selecting best customized technology solutions that pertained to efficiency, connectivity, integration, and alignment with clients’ strategy, people and process with risks of change in mind.  Customer support: Worked as a customer support engineer for IT and medical equipment for 16 years. Also managed help desk services and worked on maintaining best customer/employee support.  Leadership: True believer and practitioner of servant leadership as a proven driver to motivate teams to meet organizational objectives and excel their own experience and careers. From experience I know project resources are working hard to accomplish hundreds of tasks. But sometimes those resources or stakeholders, or even vendors face problems or need help. Nobody wants to fail purposely! So my responsibility as the project or the program manager is to solve these problems and help everybody succeed. Andwhen they succeed, we all win.  Skills: Advanced IT Program/Project Management skills using SDLC Waterfall and Agile (Scrum) methodologies applied through initiation, scoping, planning, executing, and closure. Very good command in using MS Project, Excel, PowerPoint, Visio, SharePoint and Google tools.  Education $ Certificates: MBA graduate, PMP, and CPHIMS certified.   |  | | --- | | **Mazen Abu-Ali – 2008308**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. | |

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| **Management Consultant (On-Project-Basis) Experience** | | |
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| **Oct 2015 – present** | [**Randstad Technologies**](https://www.randstadusa.com/technologies/) | **Milwaukee, WI** |

**Contract Program Manager – Business**

**Client:** [**Harley Davidson**](http://www.harley-davidson.com/content/h-d/en_US/home.html) **- Milwaukee, WI**

***Project and Program management:***

* Managing multiple strategic business programs and projects:
  + New products Go-to-Market release, distribution, and dealer inventory management program,
  + Transformational change management and interdepartmental process management project,
  + Used inventory management at dealers analysis to optimize new vehicles sales project,
  + Personalization experience best practice in US region program.
* Usedcompany PMO Portal for project management documentation such as communication plans, risks/issues tracking, status reporting to multiple levels within the governance model according to the audience level and preference.
* Analyzed and mapped stakeholders’ expectations from the projects and how they could influence or be affected.
* Worked with key stakeholders on identifying objectives, analyzing current and future states, identify key metrics, success factors and acceptance criteria.
* Maintained contentious communication with internal project teams and stakeholders to keep themaligned on objectives.
* Defined and managing program governance model.
* Worked with project teams on designing master program plans by capturing all projects’ inter-dependencies and identifying the program critical path.
* Managed and leveled resources according to schedule of deliverables and milestones on the critical path.
* Project health and status reporting.

***Process Improvement & Change management:***

* Managed an organizational transformation change management project to help leadership identify negative impacts on people and process, and put a plan to manage change.
* Analyzed current business processes and worked with business partners on mapping workflow and optimize future state.
* Created customized process mapping documents and managed process database for review, optimization, and approvals.
* Analyzed stakeholder’s acceptance/resistance to change using group and one-on-one communications such as meetings, focus groups, and evaluation surveys. Worked with stakeholder leadership on creating a plan to address necessary awareness and training needs.
* Used change management methodology in helping business stakeholders manage transformational change effects and risks on people’s morale, productivity and process efficiency. The engagement was very successful and we achieved our goals earlier than scheduled.

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| **Apr 2015– Aug 2015** | [**Accenture**](https://www.accenture.com/) | **Milwaukee, WI** |

**Delivery Performance Sr. IT Project Manager**

**Client:** [**Kohl’s**](http://www.kohls.com/) **- Milwaukee, WI**

* Acted as a lead consultant leading managing an enterprise data warehouse migration program.
* Mainly responsible for managing a team of 30 project team professionals onshore and offshore, to optimize Agile/Scrum project delivery performance by leveraging maturity and best practice.
* Managed daily Scrum, war rooms, and weekly sprint/release planning meetings with project team and business stakeholders.
* Organized and enhanced project management documentation for multiple workstreams release delivery tracking and reporting.
* Managed WBS, critical paths, and onshore/offshore resource leveling according to backlog pipeline and user story priorities and changing requirements.
* Reported status and progress using daily schedule triggers and weekly status reports.
* Worked with stakeholders and projects team on identifying and managing issues and risks. Tracked progress on contingency and mitigation plans based on severity and impact assessments.
* Complied with company PMO methodology, security, and documentation standards.

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| **Jun 2014 – Feb 2015** | [**Trissential**](http://www.trissential.com/) | **Waukesha, WI** |

**Sr. IT Project Manager**

**Clients:** [**Sealed Air Corp**](https://sealedair.com/) **and** [**Briggs & Stratton**](https://www.briggsandstratton.com/na/en_us/home.html) **- Milwaukee, WI**

* Managed different small to medium IT projects.
* Managed multiple local and global development, solutions upgrade, and integration projects working with teams onshore and offshore.
* Managed projects’ schedules and project resources, reported status and progress using company enterprise project management tool, MS Project, Excel, and Google Docs.
* Used different communication techniques to reach and collaborate with project teams and stakeholders.

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| **Sep – Dec 2008** | [**Middle East Digital Communications**](http://medcomm-systems.com/) | **Kuwait** |

**Contract IS Consultant**

* Worked as a part-time IS Consultant for four months on a new hospital Information Systems project.
* Clinical and business workflow analysis, operational assessment, process and requirements gathering.
* Solutions evaluation for the hospital EHR and Back-office.
* Helped in RFPs write up.

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| **Full Time Experience** | | |
| **Oct 2012 – Jun 2014** | [**SysLogic, Inc**](http://www.syslogicinc.com)**.** | **Brookfield, WI** | |

**HIT Sr. Project Manager and Senior Consultant**

* Managed internal development of clinical performance analytics project using Agile Scrum from Initiation through go-live and transformation to client.
  + Managed a team of BA, SA, Report designer, developers, UI designers, and a Scrum Master to analyze the requirements of the stakeholders to develop fully customized software and create the infrastructure design accordingly.
  + Tracked backlog development sprints timeline and participated in review meetings with customer.
  + Trained and assisted clients’ project managerson project management methodologies and using tools such as MS projects/Excel.
* As Sr. management consultant; I managed multiple online businesses IT projects for the [**Associated Bank**](https://www.associatedbank.com/)in Milwaukee using Waterfall methodology.
  + Used company PMO methodology and documentation and helped in enhancements.
  + Worked with offshore/onshore teams on multiple client projects to upgrade and redesign their commercial online customer experience.
  + Managed project resources and budget using client PMO and project enterprise management portal.
  + Managed communication and effective reporting to maintain stakeholder awareness and adoption.
* Health IT Business Development:
  + Worked with company management and business development team on identifying possible business opportunities in HIT.
  + Conducted HIT market research and worked with business development team on creating market strategy and business plan.
  + Participated in customer meetings and conducted company solution portfolio presentations.

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| **Jun 2010 – Aug 2012** | [**Ventures Healthcare**](http://ventures-healthcare.net/PL/home.aspx) | **Abu Dhabi, UAE** |

**Health IT Projects Director and Lead consultant**

**Achievements*:***

* Established the company’s Healthcare IT consultancy and project management business division.
* Managed a $16 million full scale healthcare IT delivery program of EMR, ERP, WFM, other subsystems such as QMS, IPTV and Patient Entertainment deployments, including integration across multiple systems and medical devices for comprehensive service billing and regulatory compliance. Worked with my team on:
  + Analyzing current state and help customer select best solutions, device, and infrastructure that suit people, clinical and business process requirements.
  + Worked with different vendors and project teams on implementing selected solutions while maintaining a master program plan that pertained to projects' dependencies and full integration between systems and devices.
* Managed a $2 million project for a screening center Clinical Application Workflow with ERP integration, infrastructure and user devices, including Integration with medical equipment and government insurance clearinghouse. The application was customized to allow for a LEAN and optimized Workflow to reduce time and minimize waste, to serve the maximum number of customers in the shortest time at the highest quality of service. Worked with my team and vendors’ project teams to deliver total integrated solution on time and budget.

***PMO Program Management:***

* Established and managed the Project PMO for the client to put a common program management framework for all vendors, stakeholders, and projects’’ teams.
* Worked with the client throughout the whole SDLC processes from the requirements analysis stage through RFP, evaluation, solutions’ selection, contracting and delivery.
* Identified required resources and when they should be available according to the initial delivery plan. Created job descriptions and worked with HR on recruiting.
* Manageda program team of 25 professionals: project managers, business analysts, subject matter experts, and IT consultants, to work with the client throughout the whole SDLC process and maintain solutions post project transformation.
* Worked with key stakeholders on identifying objectives by analyzing current state and desired future state.Analyzed people readiness, and requirements to achieve objectives.
* Defined program/projects’ objectives and deliverables to be quantitatively and qualitatively measured according charters and scope statements.
* Worked with the client and team on creating and maintaining a structure of controls, processes, procedures and responsibilities that define the initiation, management, and control of PMO and Program governance. I audited and supervised compliance and worked with team on enhancements.
* Managed the design, implementation, and commissioning of solutions infrastructure in data center.
* Maintained project scheduling, documentation, budgeting, and reporting and communication control to client.
* Identified dependencies between vendors’tasks and leveled resources in the master program schedule with synchronized consolidated milestones between various projects by various vendors.
* Created a common program management workspace (portal) as a common source of information of program documentation and collaboration among all project teams.
* Created and effective management mechanism of projects' issues. Continuously monitored issues progress for resolution, change control, and risks.
* Analyzed and managed project risks and worked with risk owners on developingmitigation and contingency plans. Continuously monitored and evaluated risks with the project team and stakeholders.
* Created change management plan to manage any organizational change effects were managed effectively, leadership aligned on goals, and stakeholders adapt to the changes in sync with the program cycle.
* Worked with stakeholders to select client USER CHAMPIONS and involved them on daily project activities, to create a team of highly involved and trained super users who will help in sustaining adoption after project transitioning. Super users were selected from all involved departments and user segments.
* Analyzed users’ training needs to use and adopt the different systems to be implemented at the hospital. Then worked with my team and stakeholders on creating training plans that addressed different users and job functions (doctors, nurses, technologists, administration, and technical)
* Worked with vendors on creating and customizing training content and delivery methods (class/Online) according to plan. Requested resumes of all instructors to assess experience and certifications.
* Managed training delivery and assessed quality during and post-training by getting users’ feedback on the instructor’s and training quality according to KPIs we agreed in the plans. Take the necessary actions.
* Managed procurement and implementation of enterprise solutions including all user devices and peripherals.
* Managed program budget, timesheets, and payments to vendors according to milestones achievements and acceptance criteria.
* Reviewed projects’ deliverables, sourcing, cost, and quality according to predefined metrics.
* Captured lessons learned and best practices across projects, program, and PMO. Presented and shared suggestions of future improvements with stakeholders.

**Lead IT Strategic Consultant**

* Analyze the organization’s current and future states, processes, and people readiness.
* Cost/Benefit and business case analysis.
* Technology and infrastructure assessment.
* Analyze and document the clients’ process workflow, and identify inefficiencies and bottlenecks in current state. Designed future state of optimized processes working with client teams and recommended best practice.
* Document functional requirements for automating optimized processes.
* Cerate the IT strategy according to organizational objectives, current and future requirements.
* Change management, training and communication planning.
* Make or buy analysis, preparing RFPs, working closely with IT, regulatory and legal departments to source vendors. Creating detailed scope/statement of work for prospective vendors,
* Vendor management supporting the client during Delivery & Implementation.

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| **Dec 2008 – June 2010** | [**Masiya**](http://www.masiya.net/) | **Kuwait** |

**IS Business Sales and Development Manager**

* Developed the company healthcare IT and integrated solutions projects division.
* Worked with infrastructure solutions and support departments on creating best available, scalable, and secure solutions and SLAs for customers.
* RFP replies, proposals writing, preparing sales/marketing material, negotiations and deal closures.

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| **May 2007 – Aug 2008** | [**Alalamiah Technology Group**](http://www.alalamiah.com/Pages/default.aspx) | **Kuwait** |

**Achievements:**

* Managed a $6 million Healthcare IT implementation program, comprised of HIMS, ERP, and full enterprise infrastructure projects.
* Enhanced and cultivated post- sales support quality to customers.
* Established practical project management methodology to close creeping projects and Increased customer satisfaction. Increased customer satisfaction, team moral, realized more than 90% on-time delivery of projects.

**Integrated Solutions Division Manager**

* Established project management methodology to help save and close many of the company’s failing projects that were drawing resources and time.
* Adopted PMI standards in managing and documenting projects.
* Managed Service Level Agreements (SLA) covering support for software and hardware.

**Business Development Manager**

* Business planning taking in consideration company strategy, SWOT, and the market forecasts.
* Successfully interacted with clients to generate repeat and referral business, which resulted in new orders.
* Responsible for my division’s sales, RFP replies, proposals writing, preparing sales/marketing material, negotiations and deal closures.

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| **Apr 1990 – Apr 2007** | [**Advanced Technology Company**](http://www.atc.com.kw/) | **Kuwait** |

**Achievements:**

* Established and managed the company’s Healthcare IT solutions department.
* Managed $4 million HIMS and total HIT infrastructure projects for a new hospital.
* Turned my department into a profit center and Increased revenue from zero to more than $9 million in 3 years.
* Managed the implementation of interconnected Dental Clinical Information System projects at Kuwait Oral Health Program at six sites, and Kuwait University for total value of $2 million.
* Trained, coached, challenged and empowered my team. Within 2 years we had 4 Microsoft Most Valuable Professionals MVPs in our department amongst other prestigious certificates.

**2004-2007, IT Manager**

* Hired and managed a team of consultants, developers and technicians to provide IT services internally and externally.
* Transformed and re-designed the company data center to improve systems availability, scalability, and security.
* Rebuilt and face lifted the company website using MS.Net platform to become a fully dynamic portal with many services for employees, customers, and partners.
* Introduced the help desk services on the company portal that dramatically improved support performance and customer satisfaction.
* Worked with my team on creating a training plan for users and creating simple visual content that shows how to use the intranet.
* Worked with vendors on assessing customer technical staff needs to be able to do basic systems service for the infrastructure project. Created a plan and continuously assessed training quality.
* Responsible for my department’s sales, RFP replies, writing proposals and managing SLA agreements.

**2001-2005, managed the implementation of Dental Clinical Information System at Kuwait Oral Health Program and Kuwait University for value more than $2 million**

* This project was about deploying DIS over seven sites of Kuwait Oral Health Program. 200 dental providers serving more than 40,000 school students. The solution needed significant customization and localization.
* Worked with my project team and vendor on requirements and workflow analysis. Created project documentation and worked with vendor on project execution.
* Most of our users (dentists, assistants, hygienists, and clerks) never used a computer system before. We started by analyzing their training needs.
* Created a training plan that started with basic computer skills trainings, and worked with vendor on modifying training content to address all users with diverse backgrounds.
* Selected super users with advanced computer skills to help in sustaining post=project system adoption.
* Managed the project from initiation through closure.

**1990-2004, Medical equipment Customer Service Engineer**

* Worked as a customer service engineer on GE Healthcare and Fuji medical equipment.
* Installed and maintained various GE Radiology medical equipment (Mobile X-Ray, C-arms, General Radiology rooms, Mammography, Digital Rad, Bone Densitometer, RIS /PACS Viewing Workstations, CRs, and & Laser Printers.

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| **Mar 1988 – Feb 1990** | [**Qirtas&Gajria**](http://www.gajriakuwait.com/) | **Kuwait** |

**IT Service Engineer**

* I started as a trainee on installing, maintaining, and supporting PCs, computer accessories, networks and peripherals. I also trained customers on operating systems and solutions.
* After one year I became in charge of the workshop.

Education

* 1983 – 1988, [Kuwait University](http://www.kuniv.edu/ku)– Kuwait, B.Sc. - Applied Physics, Major (Digital Electronics), minor (Computer Science).
* 2008 – 2011, [Maastricht Business School](http://www.kmbs.edu.kw/)– Kuwait, MBA - Major in Strategic Management.

Skills

* 360° IT industry awareness and projects delivery experience. My scope of engagements involved Strategic analysis, evaluating, selecting, testing, commissioning, and delivering an End-to-End comprehensive solution.
* Advanced IT Program/Project Management skills using SDLC Waterfall and Agile (Scrum) methodologies
* Very good command in using MS Project, Excel, PowerPoint, Visio, SharePoint and Google tools.
* IT Program/Project Management skills including initiation, scoping, planning, resourcing, scheduling, budgeting, risk/Issue management, and communication.
* Training needs analysis, planning, and management.
* IT Strategic planning.
* Good knowledge of PPM tools such as HP PPM, Planview, and Innotas.
* Good experience in web design and development(ASP.Net, HTML, Flash)
* Languages: English, Arabic.

Training & Certificates

* PMP Certified (2016)
* CPHIMS certified and Trainer (2017)
* Exam Preparation Course for PMI-SP Certification & Effective Planning & Scheduling Using Primavera P6 (2012)
* CPHIMS Train the Trainer training course (2008)
* 3 Day MBA course (2007)
* MCSE, MCDBA training and certificate.(1999)
* Unix OS course.
* Attended several training courses at GE Healthcare and FUJI on medical equipment and HIT imaging diagnostic systems (1992 – 2004)